

## PROFILE

### EDUCATION

UX Berkeley Extension

San Francisco, CA - Jan 2019 - August 2019

User Experience Design Program

San Francisco State University

San Francisco, CA - 2010 - 2012

Bachelor of Science (BS), Business Marketing

### SKILLS

**Tools:** Adobe Creative Suite • Figma • Sketch

• Principle • Adobe XD • Invision • Zeplin

**Other:** HTML/CSS • Branding • Digital

Marketing • Business Development & Strategy

• Sales Development & Negotiation

**Design:** User Interface & Interaction • Web

Design • Personas • Customer Journey

Mapping • Wireframing • Storyboarding • User

Flows • Low to High Fidelity Mockups • Visual

Design

**Research:** User Interviews & Research •

Contextual Inquiries • Usability Testing •

Competitive Analysis • A/B Testing • Affinity

Diagrams

## WORK EXPERIENCE

### ECHONOTE

UX/UI Designer

Mar 2019 - Aug 2019 • Oakland, CA

Lead UX/UI designer on creating a music transcription solution as a mobile application

Used various research methodologies to establish MVP and product features

Produced low to high-fidelity mockups based on iterative UX design process

Collaborated with engineering team to deliver final assets for development of my solution

### TANGO

UX/UI Designer

Jan 2019 - June 2019 • Oakland, CA

Collaborated with another UX designer to create a music match making solution as a mobile application

Took part in understanding the UX design process including user and competitive research, wireframing, visual design, and various other methodologies

Responsible for UI, interaction design, and layout of Tango

Used research based evidence to validate our solutions for our final mockup

### EVERFI

Enterprise Customer Success Manager

Jul 2016 - Jan 2019 • Walnut Creek, CA

Managed portfolio of 80-100 accounts of enterprise & strategic customers; total ACV of \$1.4 million

Worked with cross-functional teams to develop opportunities and solutions to meet the needs of partners

Renewed customer contracts to protect existing revenue streams and qualified opportunities for revenue growth.

Identified potential issues and risks early in the implementation cycle and develop backup strategies and contingency plans for resolution.

### LAWROOM

Client Services Representative

May 2015 - Jul 2016 • Walnut Creek, CA

Managed portfolio of 100-150 accounts of small-medium businesses

trained and supported clients in program implementation, administration and best practices

Worked directly with product team to develop and implement climate survey product

Applying solutions-oriented approach to all interactions with clients and stakeholders