

EDUCATION

Master of Information Science: University of North Carolina (Chapel Hill, NC) Expected Completion 2018

- Concentration in **User Experience Design**
- Carolina Academic Library Associate – UX Department
- **Relevant Coursework:** Usability Testing & Evaluation, Research Methods

Bachelor of Psychology: North Carolina State University (Raleigh, NC) *Graduated December 2011*

- Valedictorian with 4.0/4.0 GPA
- Minors in Ethics & French
- **Relevant Coursework:** Perception, Introduction to Behavioral Research I & II, Cognitive Processes

PROFESSIONAL EXPERIENCE

Carolina Academic Library Associate (CALA) – User Experience: UNC Libraries (Chapel Hill, NC) 2016

- Assists in usability testing and evaluation to improve the libraries' online and physical presence.
- Runs accessibility audits of the UNC Libraries website via aXe Chrome Extension/WCAG2.0 AA criteria.
- Serves as a Research and Design Assistant at R.B. House Undergraduate Library.
- Conducts space use assessments of the Undergraduate Library physical environments.

Programs Intern: XploreAsia (Hua Hin, Thailand) 2016

- Coordinated participants and applications prior to arrival to Thailand through conclusion of TESOL course; assisted participants with transition to teach English in Thailand.
- Drafted surveys in SurveyMonkey; analyzed and evaluated response data.
- Assisted in transfer of program data into Salesforce.com.

Market Research Consultant: Beazer Homes (Raleigh, NC) 2015

- Gathered data through multiple sources to create reports for sales review and identification of market trends; utilized online subscription-based market tools such as Metrostudy Housing Data and Triangle Multiple Listing Services (MLS)/Paragon.
- Integrated data into Salesforce.com; tracked and responded to leads and customer inquiries.

Sales Analyst: Beazer Homes (Raleigh, NC) 2013–2015

- Conducted, supervised, and evaluated competitive market research and analysis.
- Designed and implemented strategic marketing efforts including reports, presentations, forecasts, budgets, spreadsheets, flyers, email blasts, invitations, branding materials, and other creative services.

Assistant Store Manager: RadioShack (Raleigh, NC) 2012–2013

- Collaborated with Store Manager to recruit, hire, coach, and retain store employees.
- Managed scheduling, inventory tracking, filing, sending and receiving shipments, and merchandising.

ADDITIONAL CREDENTIALS

TOOLS & PROGRAMS	Microsoft Office, Adobe InDesign, Photoshop, & Illustrator, SharePoint, OneDrive, Clip Studio Paint Pro, Salesforce, Qualtrics, Survey Monkey, Metrostudy, MLS, Google Analytics
SPECIAL INTERESTS	User Experience, Human-Computer Interaction, Consumer Behavior, Accessibility, Semiotics, Ethical theory, Psycholinguistics, Usability Research, Perception
PROGRAMMING EXPERIENCE	HTML, CSS, JavaScript, pandoc, MySQL, GitHub, cloud9
SPOKEN LANGUAGES	English (native); French (conversational); Thai (basic)
VOLUNTEER WORK	SKEMA International Cultural Leadership Group ▪ Habitat for Humanity ▪ Meals on Wheels American Cancer Society Relay for Life ▪ Susan G. Komen Race for the Cure