

Education

Master of Science in Human Centered Design and Engineering	2016-Pending 2019
University of Washinton (Seattle, WA)	
Bachelor of Fine Arts in Media Arts and Animation	2010-2013
The Art Institute of Seattle (Seattle, WA)	

Skills

UX Design	Visual Design	Adobe Suite	Communication Skills
Usability Testing	Graphic Design	In Design	Leadership
Product Development	Sketching	Tableau	Social Interaction
Prototyping	Illustration	Office Suite	Collaboration

UX Projects

Researcher, Usability Tester, Product Designer	2016
Track-a-Pack	
<ul style="list-style-type: none"> Collaborated with a small UX design team to conduct user research on current pain points that airline passengers feel when checking in luggage and ways to improve user experience. Used iterative research best practices such as over 200 user surveys, five user interviews and competitive research of three similar products to identify current end user concerns and desires for checking in luggage. Created three main personas, formed ideation sketches and utilized iterative design to inform and inspire the development of a product design that could meet end user needs. From UX design research, created an interactive prototype for a mobile app that was responsive to user-centered needs expressed as most critical: tracking luggage, informing the user if luggage is lost or stolen and reporting damage that occurs to luggage. 	
Researcher, Usability Tester	2017
Indeed Jobs Usability Study	
<ul style="list-style-type: none"> Collaborated on small UX design team to conduct a usability study on Indeed Jobs' mobile app for the iOS software based on a study plan intended to identify current pain points that end users experienced with the product and features that were missing. Conducted iterative usability studies with eight current end users using think-aloud protocol with user and screen recordings. Recorded and analyzed data based on qualitative and quantitative measurements to identify key issues that users experienced with the product and software. Analyzed data and created a finalized report detailing the findings and recommendations from the study and upon delivery, the report was presented in person at the Indeed Jobs office in Seattle. 	

Work Experience

Customer Service Representative	2014-Present
Swagelok Northwest (Northwest Fluid System Technologies, Inc.)	
<ul style="list-style-type: none"> Utilized exceptional personal skills to interact with customers in person, over the phone and through email to assist with product ordering, price and availability inquiries, and problem solving through difficult situations to provide customers with their needs. Managed highly active personal email inbox to receive hundreds of purchase orders, quote requests, and technical inquiries. Collaboration with sales team, engineers and warehouse staff to ensure product delivery to customers and other customer needs. Performed high levels of multi-tasking under high-pressured and time-sensitive working conditions. 	
Visual Data Specialist	2014
Randstad US for Google Maps	
<ul style="list-style-type: none"> Utilized specially designed internal software to visually review and update digital images. Collaborated with multiple departments in order to ensure own workflow lined up with theirs and complimented their results. Analyzed data to implement changes based on policies as set by quality control. 	