

## Education

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

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

## Work Experience

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