



SKILLS

UX Design	Usability Testing	Adobe Creative Suite	Microsoft Office Suite
UI Design	Prototyping	Adobe Photoshop	Outlook
Graphic Design	Wireframing	Adobe Illustrator	Word
Visual Design	Information Architecture	Adobe InDesign	Excel
Product Development	HTML/CSS	Adobe After Effects	Power Point
User Research	JavaScript	Adobe XD	Publisher

DESIGN PROJECTS

Freelance Designer, Illustrator, Animator

03/11 - Present

Various Clients

- **Designed** formal **visual assets** for weddings including official **invitations** and ceremony **programs**
- **Illustrated** front and back **covers** of self-published **book**, *I Love Seattle!*, by author George Singleton
- **Animated** full opening title sequence for **YouTube** web series, *Celebrity Auction Doctors*

UX Researcher, UX Designer

04/19 - 06/19

Seattle Badminton Club Website Redesign

- Utilized the full **user experience design** process to redesign the dated website of a local organization, the Seattle Badminton Club, located in Kirkland, WA
- **Interviewed** 8 club patrons, **surveyed** 24 club members and used CrazyEgg **analytics** to discover users' current experience and **workflow** to inspire and guide design decisions
- Used **wireframes** to design **low-fidelity prototype** and refined based on input from six **usability** tests
- Designed final **high-fidelity prototype** which made improvements to users' three most **common tasks**: ladder registration and schedule, while also designing an online class registration process

UX Researcher, UX Designer

10/18 - 03/19

SnapStax

- Proposed a **design solution** for **client**, nFocus Solutions, to improve the customer experience with the company's main product, TraxSolutions: a data collection software for nonprofits
- **Interviewed** eleven members of various nonprofits to hear their **user stories** to identify a common **problem space** that existed within their daily work that a **design solution** could potentially improve
- Brainstormed several possible solutions and used **iterative** concept evaluation testing of **storyboards** with **target audience** to test the effectiveness of designs and refined accordingly
- Based on results, presented **stakeholders** with final proposed solution: a standardized note-taking form that can be filled by hand to then have a photo snapped of it and uploaded to main database

Visual Designer, Graphic Designer

Seattle Emeralds NHL Hockey Brand

04/18 - 10/18

- Design **exercise** to manufacture an effective **visual identity** for the upcoming Seattle NHL Team
- Created consistent brand through carefully crafted **color scheme**, **typography**, **logo** and **uniforms**
- Manufactured **marketing materials** for **print** and **web applications** such as **flyers**, **advertisements** and **tickets** to promote the team

Visual Designer, Graphic Designer

Kona Kitchen Restaurant Rebrand

08/18

- **Rebranding** project for a local Seattle restaurant, Kona Kitchen, by designing a new **visual identity** including a new **color scheme**, **typography** and redesigned **logo**
- Established a consistent brand design across the **website** home page, dinner **menu** and marketing **poster** to effectively capture the **spirit** and **communication goals** of the restaurant

WORK EXPERIENCE

Customer Service Representative

07/14 - Present

Northwest Fluid System Technologies, Inc. (DBA Swagelok Northwest)

- Utilized exceptional **personal skills** to interact with customers in person, over the phone and via email to assist with purchase orders, quote requests, and technical inquiries
- Applied strong **communication skills** to **collaborate** with **multiple departments** including sales team, engineers and warehouse staff to ensure product delivery and resolve customer needs
- Performed **multi-tasking** under **high-pressure** working conditions to meet crucial customer **deadlines**

EDUCATION

University of Washington (Seattle, WA)

10/16 - 06/19

Master of Science in Human Centered Design and Engineering

The Art Institute of Seattle (Seattle, WA)

07/10 - 12/13

Bachelor of Fine Arts in Media Arts and Animation