

EDUCATION

Master of Science in Human Centered Design and Engineering	2016-Pending 2019
University of Washington (Seattle, Washington)	
Bachelor of Fine Arts Degree in Media Arts and Animation	2010-2013
The Art Institute of Seattle (Seattle, Washington)	
High School Diploma	2006-2010
Kentwood High School (Covington, Washington)	

SKILLS

UX Design, Usability Testing, Product Development, Prototyping, Personas, Sketching, Visual Design, Outstanding Collaboration and Social Skills
Computer: Microsoft Word, Excel, Powerpoint, In Design, Adobe Suite, Autodesk Maya, Javascript, Tableau

USER EXPERIENCE

Track-a-Pack	2016
Researcher, Usability Tester, Product Designer	
-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 sketch designs and utilized iterative design phases to inform and inspire the development of a product design that could meet end user requirements.	
-From UX design research, created an innovative 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.	
Indeed Jobs Usability Study	2017
Researcher, Usability Tester	
-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 the 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 for improving user experience and upon delivery, the report was presented in person at the Indeed Jobs office in Seattle.	

WORK EXPERIENCE

Swagelok Northwest (Northwest Fluid System Technologies, Inc.)	2014-Present
Customer Service Representative	
-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.	
Randstad US for Google Maps	2014
Visual Data Specialist	
-Utilized specially designed internal software to visually review digital images to ensure quality control and update images.	
-Collaborated with multiple departments in order to ensure own workflow lined up with theirs and complimented their results.	
-Implemented requested changes to data and analyzed data to make decisions based on policies as set by quality control.	
American Multi Cinemas	2007-2014
Film Crew Member	
-Personalized Customer Service interaction with hundreds of guests on a daily basis to assist in movie-watching experience.	
-Abided by a strict time schedule for cleaning theaters and preparing them to a state of satisfactory conditions for guests.	
-Used a multi-line phone system to answer guest inquiries and transfer calls to the supervising staff.	

ACHIEVEMENTS

Scholarship: The Art Institute of Seattle Media Arts and Animation Department	2010
The Art Institute of Seattle Dean's List	2011-2013