

## 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, 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

## UX Projects

**Researcher, Usability Tester, Product Designer**

2016

Track-a-Pack

- 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 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.

**Researcher, Usability Tester**

2017

Indeed Jobs Usability Study

- 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 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.)

- 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

- 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.