

EDUCATION

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

SKILLS

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

VISUAL DESIGN

NFL Logos Redesign	2018
<ul style="list-style-type: none"> Redesigned all 32 logos for every team in the National Football League to create clean, simple and more visually consistent logos while still retaining the pre-existing brand and spirit of each team 	
Kona Kitchen Rebrand	2018
<ul style="list-style-type: none"> Class project to rebrand a local Seattle restaurant, Kona Kitchen, by creating 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 advertising poster to effectively capture the spirit and communication goals of the restaurant 	
Seattle Emeralds NHL Hockey Brand	2018
<ul style="list-style-type: none"> Personal project to create an effective brand around a popularly proposed mascot for the upcoming Seattle professional hockey team: the Seattle Emeralds Created consistent visual identity through carefully selected color scheme, typography, logo design, uniform designs and printed media such as tickets and promotional posters 	

UX PROJECTS

Researcher, Usability Tester, Product Designer	2016
Track-a-Pack	
<ul style="list-style-type: none"> Collaborated on design team with three other designers to research main pain points that airline passengers experience when checking in luggage Conducted over 200 user surveys, five user interviews and a competitive analysis of three similar products to identify current end user concerns and desires Created three personas, and iteratively sketched ideas to resolve the identified user concerns Designed an interactive mobile prototype that thoughtfully resolved the users' main pain points 	
Researcher, Usability Tester	2017
Indeed Jobs Usability Study	
<ul style="list-style-type: none"> Collaborated on small team to conduct a usability study on Indeed Jobs' mobile app for the iOS in order to identify pain points and missing features Encouraged users to use think-aloud protocol to share thoughts while recording the users 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, presented the report to the Indeed team at their Seattle office. Findings were very well received by Indeed and the team expressed a desire to use our findings in their work 	

WORK EXPERIENCE

Customer Service Representative	2014-Present
Northwest Fluid System Technologies, Inc. (DBA Swagelok Northwest)	
<ul style="list-style-type: none"> 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 Collaborated with multiple departments including sales team, engineers and warehouse staff to ensure product delivery to customers and resolve other customer needs Performed high levels of multi-tasking under high-pressured and time-sensitive working conditions to meet critical customer deadlines 	