

## EDUCATION

<b>University of Washington (Seattle, WA)</b> Master of Science in Human Centered Design and Engineering	10/16 - 06/19
<b>The Art Institute of Seattle (Seattle, WA)</b> Bachelor of Fine Arts in Media Arts and Animation	07/10 - 12/13

## 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

## UX PROJECTS

<b>UX Researcher, UX Designer</b> Seattle Badminton Club Website Redesign	04/19 - 06/19
<ul style="list-style-type: none"> <li>Team of three designers and myself utilized <b>user experience design</b> to redesign the dated website of local organization, the Seattle Badminton Club</li> <li><b>Interviewed</b> 8 club patrons, <b>surveyed</b> 24 club members and used CrazyEgg <b>analytics</b> to understand users' current experience and <b>workflow</b> in order to understand how to best improve the site</li> <li>Used <b>wireframes</b> to design <b>low-fidelity prototype</b> and refined based on input from six <b>usability</b> tests</li> <li>Designed final <b>high-fidelity prototype</b> which made improvements to users' most <b>common tasks</b> for the website: ladder registration and schedule, while also designing an online class registration process</li> </ul>	
<b>UX Researcher, UX Designer</b> SnapStax	10/18 - 03/19
<ul style="list-style-type: none"> <li>Team of three researchers and myself <b>collaborated</b> with our sponsor, nFocus Solutions, to create a <b>design solution</b> to improve the company's main product: data collection software for nonprofits</li> <li><b>Interviewed</b> eleven members of various nonprofits to hear their <b>user stories</b> to identify a common <b>problem space</b> that existed within their daily work that our <b>design solution</b> could improve</li> <li>Brainstormed several proposed design solutions and used <b>iterative</b> concept evaluation testing of <b>storyboards</b> with nonprofit staff to test the effectiveness of our designs and refined accordingly</li> <li>Based on results, presented <b>stakeholder</b> with our 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</li> </ul>	

## VISUAL DESIGN

<b>Seattle Emeralds NHL Hockey Brand</b>	04/18 - 10/18
<ul style="list-style-type: none"> <li>Personal project to take the <b>initiative</b> and create an effective <b>brand</b> around a popularly proposed mascot for the upcoming Seattle professional hockey team: the Seattle Emeralds</li> <li>Created consistent visual identity through carefully selected <b>color scheme</b>, <b>typography</b>, <b>logo</b> and <b>uniform</b> designs</li> <li>Utilized <b>digital photographs</b> to design <b>marketing materials</b> for <b>print</b> and <b>web applications</b> such as <b>flyers</b>, <b>advertisements</b> and <b>tickets</b> to promote the team</li> </ul>	
<b>Kona Kitchen Rebrand</b>	08/18
<ul style="list-style-type: none"> <li>Class project to <b>rebrand</b> a local Seattle restaurant, Kona Kitchen, by creating a new <b>visual identity</b> including a new <b>color scheme</b>, <b>typography</b> and redesigned <b>logo</b></li> <li>Established a consistent brand design across the <b>website</b> home page, dinner <b>menu</b> and marketing <b>poster</b> to effectively capture the <b>spirit</b> and <b>communication goals</b> of the restaurant</li> <li>Crafted final <b>presentations</b> to communicate the ideas, goals and graphics of the finished brand</li> </ul>	

## WORK EXPERIENCE

<b>Customer Service Representative</b> Northwest Fluid System Technologies, Inc. (DBA Swagelok Northwest)	07/14 - Present
<ul style="list-style-type: none"> <li>Utilized exceptional <b>personal skills</b> to interact with customers in person, over the phone and via email to assist with purchase orders, quote requests, and technical inquiries</li> <li>Applied strong <b>communication skills</b> to <b>collaborate</b> with <b>multiple departments</b> including sales team, engineers and warehouse staff to ensure product delivery and resolve customer needs</li> <li>Performed high levels of <b>multi-tasking</b> under <b>high-pressured</b> and <b>time-sensitive</b> working conditions to meet critical customer <b>deadlines</b></li> </ul>	