

UX designer with 3+ years of experience improving customer journeys through A/B testing, user research, and data-driven design. Experienced in conducting user interviews, journey mapping, and usability testing to uncover insights and optimize digital experiences. Known for working cross-functionally to translate research into actionable design improvements for education and enterprise platforms.

CORE SKILLS

UX Skills

- A/B Testing
- User Research/Interviews
- Prototyping (Hi-Fi/Lo-Fi)
- Journey Mapping
- Personas
- Heuristic Analysis

Tools & Tech

- UserTesting.com
- Figma (Advanced)
- Adobe Creative
- HTML/CSS/JavaScript

Industry-Relevant

- Accessibility (WCAG 2.1)
- Agile Collaboration
- Cross-functional Communication
- Customer Support

PROFESSIONAL EXPERIENCE

Part-Time Web Developer, *Kansas City Kansas Community College (KCKCC)* | 2024 -Present

- Redesigned student success platform (Title III), improving navigation and engagement by 30%.
- Conducted surveys, interviews, and usability tests to identify key pain points in the user journey.
- Built journey maps and personas to align redesign efforts with student behaviors and retention goals.
- Implemented responsive, accessible design using Figma and HTML/CSS in compliance with WCAG 2.1.

UX Design Intern, *National Association of Insurance Commissioners (NAIC)* | 2023 - 2024

- Led multiple A/B tests and usability studies using UserTesting to inform redesign of consumer help experience.
- Conducted interviews and mapped user journeys to identify drop-off points and friction.
- Improved task completion by 25% and reduced bounce rate by 20% with a new HELP landing page UX.
- Delivered wireframes and prototypes in Figma and presented findings across stakeholder groups
- Launched accessible, WCAG-compliant designs using Drupal CMS and contributed to continuous improvement initiatives

System Analyst I, *Oracle* | 2022 - 2023

- Provided front-line support to healthcare system clients, resolving user issues and ensuring increased system uptime.
- Analyzed support tickets and customer input to improve internal processes and user satisfaction.
- Collaborated with internal product manager and engineering teams to relay customer feedback and improve workflows.
- Reduced ticket resolution time and backlog by 15% through proactive process enhancements.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Information Systems | University of Missouri-Kansas City (2022)

Google UX Design Certificate | Coursera (2024)