

Passionate designer - creating inclusive, user-centered digital experiences. Skilled in wire-framing, prototyping, user research, and accessibility. Proven collaborator with cross-functional teams to deliver impactful solutions. Committed to improving user experience through design. Pursuing a Master's in Human-Computer Interaction and holding a Google UX Design Certificate.

CORE SKILLS

- **UX/UI:** A/B Testing, User Research, Interview Prototyping (Hi-Fi/Lo-Fi), Journey Mapping, Personas, Heuristic Analysis
- **Tools & Tech:** Figma, Miro, Axure, UserTesting, Adobe Creative, HTML, CSS, JavaScript
- **Industry Relevant:** Accessibility (WCAG 2.1), Agile Methodology, Cross-functional Collaboration, Customer Support

PROFESSIONAL EXPERIENCE

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.
- Delivered wireframes and prototypes in Figma and presented findings across stakeholder group.
- 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

M.S in Human-Computer Interaction - DePaul University

Google UX Design Certificate - Coursera

B.S in Information Systems - University of Missouri-Kansas City