

## WORK EXPERIENCE

### Team Lead | LSA Instructional Support Services

Aug. 2014 - Present Ann Arbor, MI

- Earned promotion from Media Assistant to Team Lead May 2016, perform leadership role ensuring day-to-day activities of Loan Center get completed, active in hands-on training of new staff, and serve as liaison between student staff, Senior Media Assistants, and Circulation Coordinator.
- Responsible for maintaining 65 different types of audio visual equipment, 2 computer labs, and 11 editing/collaboration rooms.
- Assist 30+ patrons daily via phone calls, emails, and in-person consultations to provide training of loan equipment, in-house support, and checkouts to patrons.

### Operations Summer Analyst | JPMorgan Chase & Co.

Jun. 2017 - Aug. 2017 New York, NY

- Proactively monitor, manage, and execute controls testing for quarterly cycle within Risk and Controls for Wealth Management Client Onboarding.
- Lead calls with US Private Bank and 5 regions in International Private Bank to get status updates and comment issues and obstacles to deadlines.
- Develop weekly scorecard and evaluate and identify emerging risks and potential cross functional impact through trends in testing data.

### Desktop Support Intern | Michigan Health Information Network Shared Services

May - Aug. 2016 East Lansing, MI

- Resolved 92 desktop support/infrastructure tickets through Salesforce CRM application for ticket management.
- Troubleshooted issues with employee laptops, laptop hardware, printers, peripherals, video conferencing systems, wireless network, and provided support for Windows 7, 8, 10, and Mac OS.
- Managed admin consoles on company wide accounts including Office 365, Symantec Endpoint Protection, Adobe Cloud Services, Proofpoint, and Box.
- Implemented and deployed AirWatch, a mobile device management service for 44 employees to boost security.

## STUDENT LEADERSHIP

### SI 300 Instructional Aid

Peer Career Coach Sep. 2017 - Present

### School of Information Bachelor's Association

Information Manager April 2017 - Present

Event Coordinator Sep. 2016 - April 2017

### Office of Undergraduate Admissions

Student Ambassador Sep. 2014 - Present

## EDUCATION

### University of Michigan

B.S. in Information, Specialization in User Experience  
Expected April 2018 Ann Arbor, MI GPA: 3.79/4.00

### Honors/Awards

Five terms University Honors - GPA higher than 3.5  
James B. Angell Scholar - Five consecutive all "A" terms  
School of Information Dean's List

### Key Courses

Data-Oriented Programming  
Usability Evaluation & Needs Assessment  
Statistics & Data Analysis  
Building Interactive Applications  
Data Manipulation

## PROJECT

### UChicago Library Map Collection Redesign

User Experience Volunteer Chicago, IL

Volunteered through Alternative Spring Break to migrate old map collection website to LibGuide and redesign for usability. In one week, migrated content from old website and conducted user research to create and publish a new usable LibGuide for map collection.

### Girls on the Run Data Insights

Data Analysis Volunteer Ann Arbor, MI

Cleansed and transformed three years worth of data during A2 Data Dive, an all day hackathon for non-profit organizations. End result was a customizable management tracking system to help the organization understand their financial need and expenditure to better map their scholarship-giving capacity.

### Hooked Deals App

SI 422 Project Ann Arbor, MI

Evaluated the Hooked Deals App by conducting competitive analysis, heuristic evaluations, A/B testing, usability tests and surveys, and personas and scenerios. End result was a prototype in which we redesigned and improved the functionality of Hooked to make it more usable for its intended audience.

## SKILLS

### Programming

Python  
PHP  
HTML/CSS  
SQL  
JavaScript  
C++

### UX Methods

Heuristic Evaluation  
Usability Testing  
Survey Analysis  
User Interviews  
Personas & Scenarios  
Competitive Analysis

### Design & Tools

Prototyping  
Wireframing  
Adobe Photoshop  
Adobe Illustrator  
Sketch  
Final Cut Pro