

Education

University of Michigan

Ann Arbor, MI | April 2022

Master of Science in Information

Focus: Human-Computer Interaction
User Experience Research & Design
LX Design Graduate Certificate

Michigan State University

East Lansing, MI | July 2014

Bachelor of Arts

Media Arts & Technology
Focus: Web, Gaming, & Interactive Media
Specialization in Design

Bachelor of Science

Media & Communication Technology
Focus: Media Management & Research

Design Toolkit

Design

Graphic design
Interaction design
Learning design
Prototypes
Rapid ideation
Storyboards
User journey maps
Wireframes

Research

A/B testing
Affinity analysis
Competitive analysis
Ecosystem maps
Heuristic evaluation
Surveys
Usability testing
User interviews

Methodology

ADDIE
Agile/Scrum
Design Thinking
Socially Engaged
Design

Software

Adobe CC
Camtasia
Figma
Microsoft Office
NVivo

Areas of Interest

Equitable design
Design strategy
Design research
Design thinking & methodologies
Facilitation
Project management
Community building

Experience

IBM | Senior Consultant, Learning Experience Design

Remote | June 2016–Present

- Manage workstreams from conception to final product, including conducting pilot programs, analyzing learner data, consulting with subject matter experts, and interfacing with project stakeholders.
- Create prototypes and confer with project stakeholders to create alignment between project requirements of online training development and learning goals.
- Facilitate ideation sessions with project members using enterprise design thinking to iterate on deliverables and improve the learner experience.
- Apply knowledge of current learning models and determine the best instructional strategy using knowledge of adult learning theory to meet customer learning expectations.

Accolades: GBS Service Excellence Award, Manager's Choice Award

Certifications: Accessibility Advocate, Agile Explorer, AWS Partner: Accreditation (Business), Cognitive Practitioner, Digital Learning Developer, Enterprise Design Thinking Co-Creator, Enterprise Design Thinking - Team Essentials for AI

Glassblower Ben | Project Manager, UX Research and Design

Remote | September 2021–December 2021

- Led a team of multidisciplinary researchers and designers to identify pain points in the existing website and provide recommendations and redesigns to streamline the customer buying experience.

Center for Socially Engaged Design | Design Research Intern

Ann Arbor, MI | May 2021–July 2021

- Planned and led customer discovery, contextual inquiry, and user research processes to develop deep empathy for the user at hand.
- Synthesized 807 user research findings to distill information into the most salient insights. Created 80 themes from the insights.
- Developed and implemented a communication strategy to deliver project findings and deliverables.
- Articulated the customer pains and gains through 51 interviews in order to establish clear design criteria for the project.
- Shared the stories and experiences of the user throughout the process to ensure the user perspective is always front of mind.

Projects

Gale Cengage Academic Search Tool | UX Researcher

Ann Arbor, MI | Jan 2021–April 2021

- Applied research methods including usability testing, heuristic evaluation, and surveys to assess the user experience of the tool and identify pain points. Made recommendations to optimize the use of the tool for the target audience.