

EDUCATION

- Aug '15 - present • **Georgia Institute of Technology** / GPA: 3.9
M.S. Human-Computer Interaction (Interactive Computing track)
- Sept '09 - Dec '13 • **University of Michigan** / GPA: 3.62
B.A. Informatics (Social Computing track)
B.MUS. Violin Performance

WORK EXPERIENCE

- Red Hat**
Sept '16 - present • **Interaction Design Intern/Associate - End to End Team**
Remote
 - Wireframe new pages for the Customer Portal
 - Complete UX reviews to ensure consistency across webpages while following the Red Hat style guide
- Red Hat**
May '16 - Aug '16 • **Interaction Design Intern - End to End Team**
Raleigh, NC
 - Redesigned the blog section, profile pages, email notifications, and the community landing page for both desktop and mobile
 - Performed competitive analysis and interviews with current site users
 - Worked with front-end developers weekly to iterate on wireframes
 - Created storyboards to show the designs within relevant context
 - Improved the landing page search experience by creating prototypes and A/B testing, then reporting results to the UX and Search teams
- Whirlpool Corporation**
Jan '14 - Sept '15 • **Global Information Systems Business Analyst**
Benton Harbor, MI
 - Performed interviews with finance teams to define requirements for new IT projects and actualized them into software upgrades
 - Coordinated as Test Lead to bring a global consolidations project to go-live; worked with high-level Treasury managers worldwide
 - Reduced the monthly close process by half a day by optimizing Corporate Accounting's process chains
- Whirlpool Corporation**
May '13 - Aug '13 • **Global Information Systems Leadership Intern**
Benton Harbor, MI
 - Collaborated with cloud providers to perform disaster recovery testing of web and mobile applications for Connected Appliances
 - Formalized the Change Management process for Connected Appliances and communicated to the team and cloud providers

NOTABLE PROJECTS

- Head's Up!**
Jan '15 - April '15 • **UX Designer and Researcher**
 - Researched VR projects and storyboarded the product (Google Glass)
 - Held user testing and presented the product and findings to Microsoft
- Lupus Mobile App**
Aug '15 - present • **UX Designer and Researcher**
 - Surveyed and interviewed both doctors and lupus patients
 - Prototyped the app and completed two rounds of user testing

SKILLS

- User Experience:**
- wireframing
 - prototyping
 - usability testing
 - storyboarding
 - personas/scenarios
 - competitive analysis
 - heuristic analysis
 - interviewing

Web Design/Creative:

- Adobe CS6 (Photoshop, Illustrator, InDesign)
- Proto.io
- Sketch
- Balsamiq
- Invision
- Axure (basics)
- Sony Vegas Pro 13

Technical:

- HTML/CSS
- JavaScript
- Python
- PHP (Wordpress)
- C++

Other:

- Scrum framework
- Google Analytics

AWARDS

Facebook 24-Hour Camp Hackathon Competition
First place

Yahoo! Data Mining Competition
Second place

CERTIFICATES

Whirlpool Corporation
Continuous Improvement Certification

Villanova University
Essentials of Business Analysis