

Objective

I am a highly cross-functional, versatile Experience/Service Designer with a background in HCI (MA). I have over six years experience in Design Agencies, and have held a variety of roles along every phase of a product lifecycle, from design research and usability testing, to concept prototyping and product design. I believe in design as a framework for innovative thinking and creative problem solving, and that as designers we all have a responsibility to help make the world a better place.

Work Experience

📍 **Atlanta, GA** (October 2017 — Current)

Manager, Service & Experience Design - North Highland (January 2020 - Current)

- Serve as Design Lead and client point of contact for a variety of Service/Experience Design-related initiatives (UX/Design Research & Strategy, Service Blueprinting/Customer Journey Mapping activities, Concept Illustration and Prototyping, Capability Building & Coaching)
- Present high-level findings, recommendations, and design outputs to C-suite clients and client project teams
- Collaborate with and oversee other members of the Design team (UX/UI Designers, Art Directors, and Copywriters) in creating artifacts/deliverables, mockups, and wireframes where applicable in the pursuit of project work

Service & Interaction Design Specialist - Fjord/Accenture (October 2017 - January 2020)

- Lead creative work sessions, ethnographic research activities, and design visioning projects
- Communicate design concepts through aspirational POCs, prototypes, and frameworks. Some physical, some digital
- Spearhead several initiatives for growing studio culture internally as well as our presence in the external design community
- Clients include: Coke, Norfolk Southern, Marriott, Walmart & MedStar Health

📍 **Miami, FL** (June 2015 — October 2017)

Experience Designer - SapientRazorfish (June 2015 - October 2017)

- Managed a variety of projects for Fortune 500 clients in an Agile, fast-paced environment
- Designed enterprise web experiences, tablet and mobile apps (iOS/Android), and a variety of experiential marketing applications (chatbots, A.I., Alexa Skills)
- Assisted in the planning and execution of several large-scale research initiatives as part of both discovery and optimization cycles (qualitative and quantitative)
- Clients included: Carnival Cruise Lines, The Miami Heat, ADT Security, Universal Orlando & CitiBank

Skills

- Concept Ideation
- UX/Design Research
- Experience Strategy
- Interaction Design
- Business Analysis
- Design Facilitation
- Mentoring/Coaching
- Sketching
- Prototyping
- Front-End Design
- Responsive Web
- iOS/Android

Tools

- Pen and Paper
- Axure RP
- Sketch
- Invision Studio
- Principle
- Adobe CC
- Arduino, Raspberry Pi

📍 **Clemson, SC** (August 2013 — May 2015)

Graduate Teacher of Record - Clemson University (July 2014 - May 2015)

- Taught four sections of English 1030: Accelerated Composition on a paid TA'ship
- Created lesson plans and projects focused on rhetorical analysis, collaborative writing, composing in the real world, and multimedia authoring
- Assessed and graded students based on their overall performance and participation in the class as well as project contributions

Web Assistant - Clemson University (August 2013 - May 2014)

- Held a research assistantship in the MATRF, a digital media lab on campus
- Maintained the lab during open hours, assisting faculty and students with technical problems and questions
- Content management and development for department websites within the College using Cascade CMS

Education

Clemson University (2013 - 2015)

- Master of Arts, Technical Communication
 - Specialization in Human-Computer Interaction

Florida International University (2009 - 2012)

- Bachelor of Arts, English Language and Literature
- Certificate in Public and Professional Writing
 - Specialization in Digital and Interactive Media

Relevant Coursework

- Human-Computer Interaction
- Design of Human-Computer Systems
- Digital and Interactive Media
- Visual Design
- Research Methods
- Usability Testing Methodologies
- Art & 2D Design
- Computer Data Analysis

Conference Presentations & Honors

“Pop Up Shot” (NBCUniversal Hackathon 2016)

- Presented in front of NBC executives and won best in category and best overall for our brand campaign concept, “Pop Up Shot”

“Let’s Compare Notes: Sharing Experiences in User Experience” (IA Summit 2016)

- Gave a poster presentation at the 2016 IA Summit in Atlanta, GA

“Prototyping Essentials: Building Things Realer, Faster” (IXDA Miami)

“Rapid Prototyping for Entrepreneurs”
(Ironhack Miami)

“The Quality of the Connections: Designing for a Smart World” (Master’s Thesis & Defense)

- Presented and passed my Master’s defense in April 2015

Associations

- Service Design Network (SDN)
- User Experience Professionals Association (UXPA)
- Interaction Design Association (IXDA)
- Information Architecture Institute (IAI)