As a passionate designer, interested in technology, and a lover of numbers, I am excited to add efficiency and a positive voice to your company. As a recent graduate from General Assembly’s UX immersive course, I am eager to establish a career in UX Design. I strive to create intuitive, efficient, and beautiful designs that are easy to use, so that interacting with them creates a positive, empowering experience.

SKILLS

* User research, user interviews, affinity mapping, user journey, storyboarding, design studio, paper sketching, wireframing, prototyping, usability tests, annotated wireframes, high fidelity comps, presentations.
* Conflict resolution and customer interaction.
* Worked with remote clients and team.
* Identifying problems through user data.

TOOLS

Sketch, Omnigraffle, Excel, Invision, Wordpress, HTML/CSS

WORK EXPERIENCE
Emerald City Blues Festival, Seattle, *UX Designer* Jan 2019 – Present

* Conducting card sorts to establish information architecture.
* Establishing style guide to represent brand
* Building website from ground up.

Weird a.i. Hackathon, Seattle, *UX Designer* Nov 2018

* Creating an award winning presentation.
* Handing off high fidelity comps to front end developer.
* Conducting guerrilla-style user interviews, validating the project with users.

Lonely Produce, Seattle, *Interaction Designer* Oct –Nov 2018

* Providing a start-up with a research driven prototype.
* Generating paper sketches, wireframes, clickable prototypes.
* Conducting usability tests in an agile work environment working with Lonely Produce.
* Including proper team hand off methods, strict deadlines, and managing client communication.
* Iterating on initial research findings.

Bedknobs and Broomsticks, Seattle, *Customer Service*  Mar – Sept 2018

* Providing the company a content management system for a new market of client.
* Managing expectation with clients, and confidence with customers.

Lowes (The Mine), Kirkland WA Oct 2014 – Mar 2018

*Workforce Management- Lead Resource Planning*: Jun 2016 – Mar 2018

* Developing a metrics dashboard used to provide real time and historic data to CEO.
* Forecasting staffing needs for eight teams.
* Aligning available workforce in accordance to business need.
* Utilizing Excel for operation and agent metrics data to improve company wide efficiency.

*Customer Care Lead - Voice, Chat, Multimedia*: Oct 2014 – Jun 2016

* Revolutionized emails throughout Lowes Customer Care, affecting over 10,000 emails a month.
* Promoted from a Customer Care representative to team lead for 8-18 individuals.
* Responsible for training, and handling escalated situations.
* Coached team members on maintaining and improving business standards.

EDUCATION

General Assembly User Experience Design Immersive - Seattle, WA Sept 2018

Edmonds Community College (General AA) – Lynnwood, WA 2010 – 2012