TECHNICAL EXPERIENCE

Adjunct Faculty | DePaul University
April 2016-Present

At DePaul University, I teach graduate-level courses in the Human-Computer Interaction Program (HCI) on usability, research methods, wireframing techniques, information architecture, and experience design.

HIGHLIGHTS:

- I'm a faculty advisor for UX Roundtable, a student-led organization that allows students to discuss various techniques and initiatives in HCI.

User Experience Architect/Researcher | Relativity
October 2015 - Present

As a UX Architect/Researcher on the Product Marketing team, I established the research practice at Relativity. Here, I meet with the product managers to assess their current needs and determine usability solutions and testing opportunities for in-market software and upgrades, using agile methodologies to coordinate with development teams on sprint cycles.

- Design and conduct research studies using various methods, such as task analysis, surveys, and in-person interviews, that test iterations of the software solutions and offer usability recommendations to product managers using various methods.
- Evaluate vendors for usability software tools and platforms.
- Travel to meet with clients via Relativity User Groups to observe interactions and issues in the home environment.
- Create prototypes using Axure to communicate site functionality to developers, product managers, and research participants.

HIGHLIGHTS:

- Grew the *Relativity User Panel*, the localized research pool for our software, by over 600% in less than 3 months

Sr. User Experience Engineer | CDK GLOBAL
June 2014 – October 2015

As a Lead UX Experience engineer for the sales team, I met regularly with the 5 product owners to assess their current needs and determine usability solutions for in-market and upcoming software, using agile methodologies to determine priority for upcoming deliverables.

- Worked directly with developers in order to increase software usability by designing wireframes and prototypes using Axure that communicated site hierarchy and functionality.
- Conducted user testing on iterations of the software solutions and offered usability recommendations using various methods, such as task analysis, surveys, and in-person interviews.

HIGHLIGHTS:

- Helped to create Chicagoland Women in Technology, an organization at CDK that coordinates events for women in the technology industry in order to advance their careers and connect with others in the industry.
- Created a mobile version of a legacy software solution that was shown at NADA, and increased pre-sale interest of the product, allowing us to recruit 5 new dealers for pilot software testing.

User Experience Consultant | RIGHTPOINT CONSULTING
February 2013 – June 2014

As a User Experience Consultant, my role was to assist during the sales process by determining project scope, tasks, and budget, conduct user research in order to design informed products, develop wireframes, information architecture and prototypes for intranet and public-facing sites, and deliver findings to clients. My clients were diverse- I led projects in automotive insurance, online retail, financial services, medical device technology, and food and beverages.

- Met regularly with clients to assess their current needs and determine usability solutions.
- Conducted user testing on iterations of the site and offered recommendations that improved usability using various methods, such as mobile testing, remote usability sessions, card sorting, and in-person interviews.
- Designed wireframe deliverables and prototypes using OmniGraffle, InDesign, and Axure to communicate site hierarchy and functionality.

HIGHLIGHTS:

- Served on Compassion Crew, a volunteer initiative that allowed Rightpoint associates to volunteer and assist with local groups and charities.
- Created an intranet site for a large financial services firm in Chicago. Our team came in after a failed project with another firm, and we were not only able to deliver the project, we also won the business for another portion of work with the firm. I conducted preliminary research with multiple stakeholders, led focus groups to determine user needs, mapped site hierarchy, determined process flows, led design workshops, created wireframes to demonstrate potential functionality and offered a gap analysis to determine where we could better assist with client needs.
- I was tasked to create a plan for mobile site for a client in the food and beverage industry. I created surveys, conducted user interviews, and performed task analyses in order to create a design that met the needs of various user groups. Then, using these designs, I was able to create a working mobile prototype using Axure in order to conduct usability testing. Based on those findings and this portion of the project, Rightpoint was awarded the contract in order to put this plan into practice. This site is currently live.

User Experience Consultant | DESIGNKITCHEN
November 2012 – February 2013

As a User Experience Consultant, my role was to conduct research, develop wireframes and information architecture for public-facing sites, and deliver findings to clients. During this contract, I was a lead UX resource and provided wireframes for a small kiosk site with Motorola, a large health insurance provider for their mobile site for users, and did preliminary research for an eCommerce publication.

- Met with clients to assess their current needs and determine usability solutions.
- Conducted user testing on iterations of the site and offer recommendations that improve usability. Testing included surveys, user interviews, and A/B testing in order to gain user insights.
- Designed wireframe deliverables and prototypes for using OmniGraffle to communicate site hierarchy and functionality.

HIGHLIGHTS:

- Led a project with a large health insurance provider in order to take an existing mobile application and convert it to a mobile site. I created sitemaps, led stakeholder meetings, and created wireframes in order for visual design to be completed. Based upon my work, I was asked to continue beyond the scope of the initial contract and was tasked to create sitemaps, taxonomy, and wireframes for the desktop version of the site.

User Experience Architect | SEARS HOLDING CORPORATION
June 2012 – November 2012

As a User Experience Architect, my role was to be the lead resource for user experience and develop wireframes and information architecture for an eCommerce shopping solution for Sears and Kmart.

- Met regularly with product teams to assess their current needs and determine usability solutions.
- Designed wireframe deliverables and prototypes for Sears properties using Microsoft Visio and Axure to communicate site hierarchy and functionality.

HIGHLIGHTS:

- When I started, the primary design tool of choice for the team was Visio. After doing demonstrations and leading training sessions for the team, I was able to shift the primary design tool over to Axure. Using Axure, I was able to create interactive prototypes of our designs, saving us time when explaining concepts to the development team, which enabled us to get projects into development ahead of schedule.

User Experience Architect | MANIFEST DIGITAL
November 2010 – June 2012

As a User Experience Architect, I was the lead UX resource for multiple projects at a time. I conducted user research in order to design informed products, developed wireframes, information architecture and prototypes for intranet and public-facing sites, and delivered findings to clients. My clients were diverse- I led projects in health insurance, health and financial services, various non-profit associations, medical and pharmaceutical products, and public safety.

- Met regularly with clients to assess their current needs and determine usability solutions.
- Conducted user testing on iterations of the site and offer recommendations that improve usability.
- Designed wireframe deliverables and prototypes using Microsoft Visio, OmniGraffle, Axure, and InDesign to communicate site hierarchy and functionality.
- Performed audits to determine validity of current site content.
- Created wireframes for mobile application and mobile site experiences.

HIGHLIGHTS:

- When I started, I was assigned as a secondary resource on projects. However, my dedication, thoughtfulness, and fast turnaround time on deliverables quickly made me a lead UX resource.
- One of my projects was for a large health insurance client who wanted to redesign their intranet site. I led focus groups, created personas, created wireframes, created surveys, and performed iterative testing to ensure the modules included on the site met user needs. Based on this work, we were able to develop the site in Sharepoint, and also able to get the client to using different functionality in order to meet the vision of their employees.

Adjunct Faculty | ILLINOIS INSTITUTE OF ART- SCHAUMBURG
September 2009-Present

At the Illinois Institute of Art, I teach college-level courses in PHP, WordPress, mobile application development, front-end development, Actionscript 3.0, flash animation & web scripting.

HIGHLIGHTS:

- I'm an instructor resource for Web Savvy, a student-led organization that allows students to discuss various techniques and initiatives in web design and development.

Information Architect | FUSION 92
March 2010 - November 2010

As an Information Architect, I was a front-end developer and the lead UX resources. I developed wireframes and information architecture for public-facing sites and software. My clients were diverse- I led projects in health insurance, financial services, medical and pharmaceutical products, and food and beverages.

- Compile sitemaps and process flows to document site functionality.
- Meet with clients in order to determine content and site organization.
- Create competitor audits to help understand strengths and weaknesses of client web site for initial strategy.
- Designed wireframe deliverables using OmniGraffle to communicate site hierarchy and functionality for financial, medical, education, and retail partners.
- Create technical documentation for customized software programs.

HIGHLIGHTS:

- I was responsible for creating wireframes for an initiative for a California-based health insurance firm that showed users how the process of benefit enrollment worked. Working closely with the developers, I created wires that showed software for benefit enrollment, provider location, insurance benefit limits, and frequently asked questions. Based on this project, we were able to create digital enrollment packets, saving the insurer money and time between distributing the materials.

Information Architect / User Experience Designer | FLY DESIGN
June 2010 - September 2010

For this project, I worked with a client to create an educational software solution that managed testing materials and stored data on students with disabilities.

- Met with the client and users in order to determine content and site structure.
- Designed wireframes using Microsoft Visio to communicate functionality.

Usability Research Manager | SANDSTORM DESIGN

September 2009 - February 2010

As a Usability Research Manager, my role was to conduct research, develop wireframes, and deliver findings to the client. During this contract, I was the lead UX resource and provided wireframes for site that allowed users to manage their 401K with a Fortune 500 financial client. In addition, I also performed research on a site for a real estate firm, A/B testing new designs for their site.

- Met regularly with the clients to assess their current needs and determine usability solutions.
- Conducted user testing on iterations of the site and offered recommendations that improve usability.
- Designed wireframe deliverables using Adobe InDesign to communicate site hierarchy and functionality.

HIGHLIGHTS:

- I was responsible for creating a new site for a financial services firm that showed users how to manage their 401K. Prior to starting, I gathered requirements, created personas, and created surveys in order to gain user insights. I also performed competitive analyses in order to determine how other providers allowed user to manage their accounts. After creating initial wires, I created a participatory design exercise that allowed the users to create their own dashboards. After the research, I analyzed results and made recommendation to the clients about the ideal state and design of the site.

EDUCATION

Masters of Science in Human-Computer Interaction
DePaul University | *June 2004- June 2008*

Bachelor of Arts in Psychology
DePaul University | *September 1998- June 2003*

PROFESSIONAL ENGAGEMENTS

GirlCodeIt	Speaker, *A Day In The Life of a Designer*	October 2017
CoderSpace	Speaker, *What is UX?*	August 2015-17
IxDA Chicago & General Assembly	Moderator, *A Day in the Life of a UX Designer*	July 2017
IxDA Chicago & General Assembly	Speaker, *The Good, The Bad & The Ugly*	March 2017
XD Roundtable (DePaul University)	Speaker, *Research Panel Discussion*	January 2017
XD Roundtable (DePaul University)	Speaker, *UX Professional Panel*	October 2016
IxDA Chicago & General Assembly	Speaker, *Transition to Digital Design*	December 2015

SKILLS

Axure	Optimal Workshop/ UserZoom	HTML5/ JavaScript/jQuery
OmniGraffle/ Sketch	Adobe Illustrator	CSS/SASS/LESS
UXPin/ InVision	Adobe InDesign	PHP/ASP/VB.net
Morae/Silverback	Adobe Photoshop	Craft.cms/MySQL/MySQLi
R studio/SPSS	Adobe Audition	WordPress Theme Development