

PROFILE

I am a passionate advocate for our customers and my goal is to build a compelling experience to keep them coming back. I have over 10 years of experience as a developer and as a designer building complex web applications with an emphasis on User Centered Design. I have a background in Computer Science and have been contributing as a UX Designer on experienced agile teams for over 7 years.

PROFESSIONAL EXPERIENCE

PRINCIPAL UX DESIGNER at INDIANA UNIVERSITY

2014 to present (3+ years)

Working on an agile team as a 100% telecommute employee. I build applications for students, staff, and faculty with a focus on student retention and success.

My role as a Principal UX Designer is to be the liaison between the stakeholders, development teams, and the actual users of the system, balancing and prioritizing business needs with user needs. I work closely with the users to identify the needs, workflows, and pain points of the systems and applications. I conduct user research, create personas, journey maps, workflows, and user scenarios to craft UX strategies and communicate the user needs and concepts to the teams. I work closely with the development team and create the wireframes, prototypes, and other UI deliverables needed to complete the stories, and I conduct a final round of testing and user research to ensure that the end result is acceptable and usable to the end users and stakeholders.

USER EXPERIENCE LEAD at OCLC

2007-2014 (7 years)

OCLC offers single search access to billions of items from the world's library collections.

I collaborated closely with librarians, customers, developers, and other designers on a team that built a pilot product for a next-generation discovery tool for libraries. This pilot offered users a single search box to discover and request library items from libraries around the world. I worked closely with partner libraries to understand and prioritize their policies and needs, and I translated those requirements into user stories and workflows for our development teams. As the UX Lead for WorldCat Local, my role was to communicate the UX strategy, help define the user stories with visual concepts, and help to drive stories from concept to release. We conducted extensive user research before and during the pilot and iterated on concepts as we discovered new information.

During my time at OCLC, I managed the UX team for two years and assisted in organizing various UX and UI resources into a unified UX team. My efforts resulted in new job titles and descriptions that were current and on trend for the UX industry and created a community of practice for other UX resources to share ideas and work within the company.

PROCESS ANALYST (USABILITY ANALYST) at NATIONWIDE

2004-2007 (3 years)

Online Auto Insurance Quote and Bind Applications

At Nationwide, I conducted user research and provided workflow and wireframes for a variety of redesign projects. Our most significant work involved a redesign of the entire quote and bind application for Nationwide Insurance. During this project, our team partnered with the IBM Innovation Lab to create a proof of concept that would be used to obtain funding for the work. We conducted extensive focus group sessions to gather market research and partnered with functional experts to identify requirements. The development was outsourced, so extensive requirements and UI documentation was created to communicate with the other teams involved in the project.

SOFTWARE ENGINEER at LEXISNEXIS

1999-2004 (5 years)

At LexisNexis, I created the UI layer of a large-scale, web-based application that allowed users to search and discover massive amounts of legal and public record information from several sources. I developed user interface components and pages using HTML, CSS, Javascript, C++ and Java.

EDUCATION

Master of Science

Human Factors Engineering

Wright State University

Focus on Human Computer Interaction

Bachelor of Science

Computer Science & Engineering

The Ohio State University

Focus on Software Systems

CERTIFICATIONS

Certified Agile Product Owner

Rally Software

Certified Usability Analyst

Human Factors International

UX SKILLS

User Research and Evaluation

- Remote, un-moderated observation studies and analysis
- One-on-one usability studies
- Contextual inquiry/interviews and building personas
- Heuristic evaluation
- User workflows, journey mapping, affinity diagrams
- User story creation

UX Design, Wireframing & Prototyping

- Responsive Web Design
- UI frameworks
- Axure, Balsamiq
- Adobe Creative Suite (Illustrator and Photoshop)

Development

- Object Oriented Programming (C++, Java)
- HTML, CSS, JavaScript