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Work Experience

Designer/Researcher at Nava   September 2021 - Present
- On an application that lets people in Nebraska apply for public benefits, managed the design system, wrote design pattern documentation, and did component audits. Implemented design team process improvements.

Senior Product Designer at Aperture Health   April 2021 - July 2021
- Led the planning and execution of a discovery/user research effort for an application that lets clients monitor provider credentialing orders. Identified how the tool could be more valuable for users, how other processes led to workarounds, as well as market opportunities based on user needs and current offerings.

Senior Product Designer at CVS Health   August 2019 - March 2021
- Helped the business achieve results such as mitigating data loss, achieving compliance, increasing productivity savings, and reducing member impact through designing several internal facing enterprise products.
- On multiple internal products led the product team through discovery, research and facilitating framing sessions with stakeholders. Did end to end design work from research through usability testing.
- Provided a framework for designers to have a clearer path to improving in specific skills for career development.
- Conducted and improved designer candidate interviews, and mentored designers during discovery efforts.
- Reviewed contributions to the design system and educated designers on usage of components.
- Wrote CSS on some products, helped some engineers with CSS, and took Brad Frost's design system class.

Product Designer at CVS Health   December 2018 - July 2019
- Worked with a designer and product team on an invoicing product that enabled more frequent cash flow, faster approvals, cost savings, and increased speed per contract. Involved in discovery, design, and usability testing.

Product Designer and Product Manager at LaunchGood   February 2017 - September 2018
- With the team, designed, launched and iterated on the core crowdfunding challenge which had 80% funds raised from repeat donors, 36% completion of the challenge accounting for 48% funds raised, and 38% participation.
- Conducted competitive analysis and internal data analysis to inform next steps for a fee model change.
- Led the design and implementation of the product development process, which allowed the team to communicate more effectively, collaborate between design, product and dev, and balance work across products.
- Led the creation LaunchGood's design system which was adopted on its 3 crowdfunding products. Worked with the team to conduct component audits, create atomic components in Sketch, and design the CSS architecture.

Technical Skills
- **Design**: Discovery, Framing, Analysis/Synthesis, Design Pairing, Ideation, User Flows, Wireframing, Mockups, Prototyping, Design Systems, Design Thinking, Service Blueprinting, Iteration, Accessibility
- **Research**: User Interviews, Contextual Inquiry, Usability Testing, Design Studio, Co-Creation, Concept Testing
- **Product**: Agile/Scrum/XP/Lean UX, Competitive Analysis, KPIs, Sprint Leadership, Prioritization
- **Tools/Languages**: Sketch, Figma, Abstract, Zeplin, HTML5, CSS3/SCSS, Git, JavaScript, SQL, JIRA, Fullstory

Internships
- Software Design at IBM Design (2017), Front-End Engineering at JCPenney (2016), UX Design at Verizon (2015)

Education at the University of Texas at Dallas
M.S. in Human Computer Interaction. GPA: 3.9   May 2018
B.S. in Software Engineering. GPA: 3.85. Magna Cum Laude   May 2017
President of the ACM: Led and scaled ACM to a team of 25 officers over 4 teams serving hundreds of members.