



Education

- **M.S. @ U of Michigan**
Human-Computer Interaction
(2015 - 2017)
- **B.S. @ Penn State**
Supply Chain Management
(2010 - 2014)

Publications

- **Service Design in Long-Term Oriented Cultures**
UXPA Magazine (08/2017)
- **Being Picky: an Airbnb Usability Review**
Insights & Observations
- **Improve Reading and Social Interaction for Low-Vision Elders**
ACM CHI'16 (05/2016)

Skills

- **UX Design Experience**
UI Visual Design, Interaction Design, Wireframe, Storyboard, Workflow Diagram, Persona, Journey Map...
- **User Research Methods**
Qualitative User Interviews, Surveys and Questionnaires, Card Sorts, Lab Usability Studies, A/B Tests...
- **Design Tools**
Sketch, Adobe Suite, Balsamiq, Omnigraffle, Pen and Paper
- **Prototyping Tools**
InVision, Justinmind Prototyper, Framer, HTML/CSS/JavaScript
- **Programming Knowledge**
HTML/CSS/JavaScript(jQuery), php, Java, Python, R

Experience

- **UX Designer & Researcher @ Cappex**
Chicago IL (06/2017 - Present)
 - Produce quality design, define interactions between products and users, and communicate features to product and tech teams.
 - Research using a variety of qualitative and quantitative methods to generate insights that inspire ideation and evaluate designs.
 - Introduce user-centered design and facilitate design sprints. Define metrics to measure the success of design.
- **UX Design Co-Op @ ANSYS**
Canonsburg PA (01/2017 - 04/2017)
 - Produce low, medium, and high fidelity prototypes and assets. Assist in creation of a visual design language across products.
 - Formulate, conduct, and analyze results of usability studies. Create and refine personas and scenarios based on user research.
- **UX Design Lead @ UM School of Info**
Ann Arbor MI (08/2016 - 12/2016)
 - Led UX efforts on client projects, setting design direction, driving discussions, and participating in planning and delivery.
 - Created quality UX deliverables including personas, user journey maps, wireframes, screen mockups, and interactive prototypes.
- **UX/UI Design Intern @ Axxess**
Dallas TX (05/2016 - 08/2016)
 - Redesigned the flagship web application focusing on responsiveness and personalization.
 - Conducted interviews and tests to validate design assumptions and conducted A/B tests to discover the best performing designs.
- **Product Manager Intern @ Jackson City Hall**
Jackson MI (01/2016 - 04/2016)
 - Managed the development and launch of a web service that facilitates local business permitting process.
- **Field Operations Coordinator @ Google**
Pittsburgh PA (10/2014 - 04/2015)
 - Operate and audit the route-planning dispatching system, supervise daily field operation for project Google Express.
 - Assist in the creation of courier standard operating procedures to ensure a delivery success rate of 98%.