

Summary of Qualifications

Talented User Experience Designer with a background in Engineering. Obsessed with user-centered design, experienced with interaction design and driven by empathy.

Professional Experience

Interaction Designer \ Intuit

2017 - Present

Transforming the QuickBooks Customer Care experience from a burden to a delight.

- Release test to measure customer and agent outcomes
- Improve self-help widget to meet production standards and get it released

Multimodal Interaction Designer \ [24]7 Inc.

2015 - 2017

Lead various design efforts for both internal, enterprise tools and external, client-specific solutions.

- Served as Design Lead on multimodal project by directing two designers and coordinating with product team
- Completed design of enterprise tool aimed to expedite process

UX Developer \ Georgia Tech Research Institute

2013 - 2015

As a software development team of one, I was responsible for producing applications to aide various scientific study efforts.

- Crafted the Activity Monitoring Dashboard (AMD) which reduced data retrieval time by 90%

Education

Georgia Institute of Technology \ Atlanta, GA

M.S. Human-Computer Interaction \ 2015

University of Central Florida \ Orlando, FL

B.S. in Computer Engineering \ 2011

Toolbox

Sketch
Adobe CC
Invision
Framer Studio
JavaScript

Core Competencies

Rapid Prototyping
Interaction Design
User Research
Voice Interaction

Awards & Honors

[24]7 Inc.

Bravo Award

Georgia Tech

Marshall D. Williamson Award

Giving back

Phi Beta Sigma Fraternity, Inc.
March of Dimes