



I am a Seattle area Sr. User Experience Designer; specializing in the creation of reusable design patterns and engineering-assets to facilitate lean UX requirements. I am passionate about helping end-users discover unmet needs while eliciting feedback through creative ideation. I am looking for an opportunity to work independently and iterate rapidly while delivering great products, services, and solutions. I seek to be valued as an employee and trusted to do the right thing by the company I work for, and the people I work with. My long-term goals are to learn, grow, and establish roots in a great place, while growing as a User Experience Designer. I pride myself on learning new things and am open to all industries and opportunities.

## Designers Toolbox

Adobe Creative Cloud Suite, Axure, Balsamiq Wireframes, Bootstrap, CSS, Figma, Framer, HTML, Invision App, JavaScript, Salesforce CRM, Sketch App

## Working Knowledge

A/B Testing, Agile/ Scrum, Data Visualization, IA Mapping, Interaction Design, Personas, Rapid Prototyping, Requirements Visualization, Usability Testing, User flows, User Research, Visual Design, Web Applications Design & Development, Wire-framing

## Experience

### **Product UX Designer**, (Web + Mobile Focused) Amazon 02-2020 - 1/2021

I am currently working as a contract Senior User Experience Designer for the Amazon Global Sales and Services team. As an individual contributor to the cross functional team of designers, engineers, PM's and stakeholders; I am working to define requirements and gather user research to obtain in-depth knowledge from Global Sellers (China, Japan, EU, and emerging markets) to enhance the existing customer journey of Amazon products and services. Deliverables include: user interfaces, personas, customer journey maps, conceptual diagrams, wireframes and prototypes for web and mobile-based products to improve the end to end experience of Customer Service by Amazon and the International Amazon Sellers team's products. I am driving projects through all phases, from user research and exploratory mockups to design reviews, delivery, and usability testing.

### **Senior User Experience Designer**, Salesforce, Bellevue WA – 10-2018 - 11-2019

Senior User Experience Designer at Salesforce, in Bellevue Wa. I was an instrumental part of the company, helping to drive reusable assets and pattern guidelines. As the single, dedicated UX designer/ system architect on the DesignOps team, I was part of a very high-level and strategic effort to bring consistent documentation, processes, and methodology to our product teams. This effort was instrumental in the timely delivery of customer centric software suite of solutions - built on Salesforce CRM Cloud platform - giving enterprises the solutions they need to run faster, automate processes, allocate resources/ budget, and track project milestones and adhere to timelines.

**Senior User Experience Designer**, the Boeing Company, Tukwila WA - 2018

As part of Being Innovation and Boeing's only UX Center of Excellence, I was responsible for the user experience and design of Boeing Training and Professional Services native mobile and responsive web applications across Android, iOS, and desktop devices. During my time at Boeing, T&PS went digital for the first time, adopting eLearning technologies that enable Boeing employees, trainees, flight services and maintenance training customers' across multiple airlines to reform their traditional learning experiences from manual processes to digital eLearning experiences. Pilots, students, and employees are able to learn course curriculum with new technology brought to their personal devices in part by augmented reality; which, over time will result in the elimination of very expensive calibration and maintenance of multi-million dollar simulators for annual training and re-certification. Preliminary results confirm new training and certifications are taking less time and cost less money. Instructors and students are reporting that curriculum is much easier to teach and learn. In Nov. of 2018, first versions of these eLearning apps were released the App Store and Google Play.

**User Experience/ User Interface Designer**, Blacktee Systems, Seattle WA – 2017-2018

Responsible for user experience design and web applications development of custom audio/visual systems for performance, public address, and tele-conferencing systems. Designed and developed b2b mobile and desktop web applications for complex system solutions while learning Crestron industry software and tools for design and development of audio visual systems for conferencing, seamless communication, and collaboration.

**Senior User Experience Designer**, Arris Group, Kirkland WA – 2015-2016

Senior User Experience Designer for cable, video, broadband, and Internet hardware and software. Responsible for user experience design and usability for Unity cable set top box software. Served as core member of a dedicated agile/scrum team focused on providing consumer-facing multi-platform solutions. I also served as subject matter expert for documentation for the entire IA of our product for engineering and consumer facing resources from concept to completion.

**User Experience Designer Team Lead**, Microsoft Inc, Issaquah WA – 2014 - 2015

On-boarded 15,000 existing partners to the new Partner Incentives platform from legacy programs. Shipped a new platform UI and implemented many new product features while leading the Partner Incentives Team; most notably, giving Partners the ability to create their own programs and incentivize their teams to maximize ROI. Lead a team of 5 working to create a single sign on solution for Partner Incentives experience driving cloud partner growth while enhancing platform performance. Worked with the global team to define: partner eligibility requirements and partner on-boarding and enrollment. Direct impact to the platform was the 46% reduction in support tickets, eliminating the need for most escalation(s) of enrollment issues, and helped to streamline the PI portal help-desk resolution process.

**Web Applications Designer/ Developer**, Internet Identity, Tacoma WA – 2014

Implementation of design of and development for Internet Identities highly sensitive data platform, a desktop application to improve the look, feel and development of brand identity for their data driven platform. I was directly responsible for defining the process for dealing with financial and personal information that is highly susceptible to theft and vulnerability and bringing structure and process to the team while implementing an identifiable brand and improving the user experience of their existing apps UI. Deliverables handed off include a strategically planned and scoped UX process that adhered to

engineering capacity and business constraints. Tangible items delivered were an asset library and web style guide for implementation, a Bootstrap/ Less and Sass code database, and a design/ engineering Wiki. My efforts resulted in a path to production that included a flawless implementation of all of IID's desktop applications amongst fortune 500 companies (such as Bank of America, HSBC, and JC Morgan Chase) to aid in their fraud detection, anti-trust, and global security efforts.

#### **UI/ Front End Developer & Designer, Netmotion Software, Seattle WA – 2012-2013**

I was directly responsible for the user interface and web development of all corporate media, websites, and online materials using the Adobe Creative Suite of apps along with HTML, CSS, and J-Query library for website development in a .Net environment. In addition to branding and front end development, I was also directly responsible for cross-functional design and development of both of NetMotion Wireless' flagship desktop applications to the market for public consumption for the first time on Android and iOS.

#### **Education**

South Seattle Community College, Seattle WA – Mobile & Desktop Web Developer Certification, 2019  
DeVry University, Seattle WA - Bachelor's in Multimedia Design and Development, 2013  
Pierce College, Ft. Steilacoom WA - Associate's in Digital Design, 2006

#### **Certifications & Training**

Salesforce Trailhead/ Trailblazer Certifications: Administrator, Developer, Platform App Builder, Salesforce Cloud Apps, Sharing and Visibility Designer – 2019  
Mobile & Desktop Web Developer Certification: South Seattle Community College, Seattle WA – 2018  
Adobe Certified Expert: Illustrator, Dreamweaver, Photoshop - Los Angeles- 2012

#### **Volunteering, Leadership and Mentoring**

Boeing UX Center of Excellence member and advisor. Board member of the Puyallup Lacrosse Club -Director of Website and Registration, 2015-2017. Ted Browns & Tacoma Music Outreach Volunteer 2014-2017. Founding Member of the Blue Light Coalition, Lakewood WA.