

**EXPERIENCE****PwC**

UX Manager, October '16 - Present

Align strategy and process across internal teams, offshore resources, and external vendors located around the world (Chicago, Seattle, Shanghai, Bangalore). Participate in design reviews and user acceptance testing sessions. Work on deliverables like journey mapping, sitemaps, wireframes and style guide.

**Fidelity Life Association**

Lead UX Designer, February '16 - July '16

Worked on agent portal redesign which was a key initiative for the company. Responsible for user research to produce user journeys, personas, and affinity maps along with tactical design (wireframes, prototypes, usability testing).

**American Society for Clinical Pathology**

Lead UX Designer, September '15 - January '16

Led efforts for website redesign, Single Sign-On, and mobile apps. Conducted user research and design reviews with key stakeholders. Collaborated with other UX designers, business analysts, and subject matter experts.

**American Medical Association**

User Experience Architect, March '15 - August '15

Delivered an enterprise-wide site, application, and intranet redesign including a scalable component-based design language for a new CMS. Participated in executive strategy sessions, sprint planning, daily SCRUM stand ups, and JIRA issue tracking.

**Exelon Energy**

Lead UX Designer, February '15 - March '15

Served as lead designer for the Exelon intranet responsive redesign project (desktop, tablet, mobile breakpoints) which brought several business units including ComEd, BSC, PICO, and Nuclear power operations (FERC Regulations) under a unified Sharepoint portal. Responsible for creating deliverables ranging from planning documentation, wireframes, interactive HTML prototypes, and final visuals.

**American Society for Clinical Pathology**

Lead UX Designer, October '13 - November '14

Led several projects including redesigning the member portal, Online store, and numerous mobile apps. Conducted stakeholder interviews, user research, and usability testing sessions. Coordinated with other UX designers, business analysts, and creative directors. Worked closely with the development team; drafted user stories, acceptance criteria, and participated in sprint planning and daily scrum meetings.

### **Intersog**

Mobile Solutions Architect, May '13 - June '14

Responsible for drafting proposals, creating presentations and interactive prototypes for clients, and working with our offshore development team to ensure projects were delivered on time and met QA standards by creating implementation specifications, annotated wireframes, and utilizing JIRA for project management and issue tracking.

### **United Airlines**

Freelance UXA, September '13 - October '13

Produced wireframes, artboards, and content strategy recommendations for the United Flying Together website and UROC flight operations portal. Succeeded in creating solutions that satisfied the objectives and requirements of several internal departments.

### **Ogilvy & Mather**

UX Architect, April '13 - May '13

Worked on several projects for Fortune 500 brands including the Huggies mobile website, Stouffer's loyalty program, and the online communities strategy for Ashford University. Presented designs to clients and worked closely with vendors to take designs through development and final delivery / client handoff.

### **Dynamite Data**

Lead UX Designer, October '11 - November '12

Designed the 3rd generation of Channel Monitor eCommerce SaaS. Conducted user research including observation, interviews, surveys, and persona creation. Responsible for wireframes, prototypes, visual design, and interface development (ExtJS, HTML/CSS, Git, Agile).

### **Scaled Dynamics**

Director of User Experience, January '11 - April '12

Managed design, user research, and product development efforts. Managed a development team by planning sprints, backlogs, and holding scrum meetings. Responsible for developing talent and processes as well as managing relationships with industry partners.

### **Refined Pixel**

Founder & Lead Web Designer/Developer, July '06 - December '10

Started a web development studio that catered to local businesses. Responsible for design, development, and maintaining client relationships. Our work featured content management systems, eCommerce, online marketing, site analytics, conversion optimization, and more.

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## **EDUCATION**

### **The Ohio State University - Columbus, OH**

Max M. Fisher College of Business

BSBA - Marketing and Logistics, June '06

Honors & Scholars, Center for Entrepreneurship, Buckeye Poker Club