

## Profile

## My Philosophy on Product Design

Software should behave as a courteous person by facilitating the goals of the users without distracting them with unhelpful information, criticism, or irrelevant features.

## Profile

I am comfortable taking software solutions from concept to deployment while balancing the interests of the stakeholders, users, development team, and management

### Skills and Techniques:

- Agile Methodology
- Surveys
- Stakeholder & user interviews
- User Journeys
- Focus Groups
- User Personas
- Contextual Inquiry
- Wireframing & Mockups
- Card Sorting and Tree Testing
- Usability Testing
- Heuristic Analysis
- Task Analysis
- UML documentation
- Web service and IoT solutions

## Software in my Toolbox:

- Figma
- Adobe Illustrator
- Adobe Photoshop
- Balsamiq Mockups
- SQL Server Management Studio

## Education

2009—2013  
Lehigh University

B. A. in Cognitive Science  
Minor in Computer Science

## Work Experience

## 2023-Present

# Vanguard

# User Experience Strategist

Drafted concepts for a collaborative agenda building tool for financial advisors and their clients by taking the UX process from contextual inquiry and interviews to personas, journeys, and mockups.

Lead UX quarterly project planning with Project Managers and Stakeholders.

Coordinated UX Design, Research, and Content project timeline, sprint priorities, and bandwidth requirements across multiple teams.

Performed heuristic analysis of current state UI flows and recommended design and process changes for future state mapping.

2021-2022

# Exyn Technologies

# Senior UX/Product Designer

Lead on-site contextual inquiry of mining and government customers.

Conducted focus groups on customer goals and new feature feedback.

Performed total redesign of information architecture & UI of flagship software.

2016-2021

# Bosch Rexroth Corporation

# UX for Manufacturing

Implemented Augmented Reality solution for guided assembly of valves.

Created an application for warehouse operations with Internet of Things (IoT) capabilities as UX & programming lead.

Lead in-house UX consulting workshops on software requirement elicitation.

Provided in-house UX training for associates seeking interdisciplinary skills.

2013-2015

RED-INC, LLC

## Junior Human Systems Specialist

Performed Task Analysis on F-18 mission scenarios to measure cognitive load, usability, and situational awareness improvements of software upgrades.

Supported Debriefing software development through heuristic analysis, usability testing, and requirement verification.