

EXPERIENCE

UX Research & Design Intern | Peapod

June 2017 - Present (Chicago, IL)

- Utilized competitive user testing to understand how Peapod handled usability against competitors and outlined areas for improvement.
- Presented key findings and recommendations from UX research to stakeholders across the organization.
- Developed low fidelity prototypes as part of a design sprint and integrated guerrilla usability testing to iterate quickly.

UX Researcher | Centro Community Partners

January 2017 - April 2017 (Oakland, CA)

- Provided actionable recommendations to the COO while incorporating feedback into multiple stages of the project.
- Drove user testing by moderating and observing participants and analyzing results gathered from each session.
- Utilized heuristic evaluation and usability testing in order to increase the activities users completed with Centro's mobile application.

UX Researcher | University of Michigan Museum of Art

September 2016 - December 2016 (Ann Arbor, MI)

- Conducted contextual inquiry and background research to understand user needs, motivations and pain points.
- Employed affinity mapping to organize research findings and identify major opportunities and pain points.
- Formally presented recommendations to increase museum visitor satisfaction based on my research.

PROJECTS

Product Design | Ross School of Business

September 2017 - December 2017 (Ann Arbor, MI)

- Led group dialogues in user research, problem scoping, ideation, prototyping and user testing to develop Lyra, a smart lighting product.
- Lyra won first place against 6 other product teams in both public and professional trade show events.

Interaction Design | School of Information

January 2017 - April 2017 (Ann Arbor, MI)

- Developed Plot, a mobile application that connects landowners and gardeners in a community for my Interaction Design class.
- Utilized story mapping and user testing with paper prototypes and digital prototypes to inform the product's design.

EDUCATION

University of Michigan | 2018

MS in Human Computer Interaction

Furman University | 2013

BA in Studio Art

SKILLS

Ideation

Affinity Mapping
Journey Mapping
Story Mapping
Brainstorming
Wireframing

Research

Competitive Analysis
Heuristic Evaluation
Usability Testing
Concept Testing
User Interviews
Diary Studies
A/B Testing
Personas
Survey

Tools & More

Paper Prototyping
HTML5/CSS3
Photoshop
Illustrator
Balsamiq
InVision
Sketch

ACTIVITIES

Member | SOCHI

2016 - 2017 (Ann Arbor, MI)

Member | Castle Clay Artists

2015 - 2016 (Denver, CO)

Artist | Cub Creek Foundation

2014 - 2015 (Appomattox, VA)