

Experience

Lead UX Designer – Nike

Design Operations Lead - January 2024 – April 2024

Optimized processes across the UX Organization, standardized practices for tracking work and collecting metrics, optimized design processes, and fostered a community of collaboration and communication.

- Established metrics for tracking designer capacity and workload
- Created opportunities for cross team visibility and collaboration
- Identified opportunities and established workflows to reduce friction and increase efficiency

Digital Design Team Lead - January 2022– January 2024

Led a team of UX Designers in the design and creation of applications that support Nike Apparel, Footwear, Color, and Material Designers. Managed team workload, guided and planned team work, and performed individual research and design contributions.

- Led and mentored a team, providing technical support and guidance
- Allocated Design resources, tracked team capacity, managed UX roadmap and team deliverables
- Led user-centered design activities, including personas creation, user journey mapping, wireframing, prototyping, usability testing, and design validation
- Collaborated with cross-functional teams to define design strategies and project goals

Senior UX Designer – Fiserv

May 2018 – December 2021

Lead UX Designer and Researcher for a banking application used by over one million users. Led a team of Designers in the system wide redesign, improved usability, streamlined user flows, and increased user adoption.

- Managed and prioritized designer activities and workload
- Developed a design system and oversaw the implementation UI components/patterns
- Led the development of user-center design solutions and user research, including information architecture, interaction design, wireframing/prototyping, usability testing, and design validation

UX Designer – Intel Corporation

April 2013 – May 2018

UX Researcher and Designer for internal business applications that are critical to the testing of Intel products. Responsible for setting UX standards, mentoring, and providing expert input across the organization.

- Visual design, interaction design, and prototyping
- Conducted user surveys, user interviews, usability testing, data collection and analysis
- UX education and mentorship, developed and champion design standards

Education

MS Human Factors & Systems
BS Human Factors Psychology
Embry-Riddle Aeronautical
University
May 2013

Tools

Figma, Axure, Sketch, Qualtrics,
UserZoom, Miro

Skills

Design Operations, Design Thinking,
Prototyping, Wireframing, Design
Systems, Usability Testing, User
Research, Personas, Journey Map,
Information Architecture, Interaction
Design