

Bolstra UX & Product Manager

1 year 2 months - Aug 2018 to Sept 2019

- Built the practice of generative and evaluative research to ensure data-backed decision-making.
- Aligned stakeholders and supported research by developing an outcome-centric roadmap that framed functionality in a context that users easily related to.
- Drove the transition to an agile release-cycle (from semi-annual waterfall) which allowed the team to learn and respond to customer needs far more efficiently.
- Increased the opportunity for usability testing, created an inbound flow of research participants, and allowed for the testing of more complex systems by creating an opt-in beta program.

Codelicious Pro-bono Designer & Product Manager

5 month project - Sept 2018 to Jan 2019

- Led the volunteer team in identifying high priority goals and scoping the project.
- Facilitated workshops which served both to test prototypes of the solution and to keep Codelicious stakeholders updated on progress.
- Ensured a smooth handoff of the product by briefing Codelicious stakeholders and writing technical documentation.

Film Indy Pro-bono UX Designer

6 month project - Oct 2017 to Mar 2018

- Audited existing tools and content in-use within Film Indy. and prioritized key functionality with the Product Manager.
- Designed quality assurance test cases alongside developers on the volunteer team.
- Married the look & feel desired by Film Indy stakeholders to the development framework being used to build the tool via the creation of style guides.

NorthQuad UX/UI Designer

1 year 3 months - Jun 2017 to Aug 2018

- Balanced design responsibilities for both client companies (Bolstra & Lumavate) and their respective products.
- Ensured one-off work for Lumavate's own clients served double-duty via the design of reusable patterns for Lumavate's own product.
- Implemented and facilitated the first research ops for Bolstra's product in the form of contextual inquiry with local and regionally based customers.

Skills

User Research

Contextual Inquiry, Survey Design, Usability Testing, Card Sorting, Ethnography, Concept Testing, Optimal Workshop

UX Design

Wireframing, Prototyping, Facilitation, User & Task Flows, Information Architecture, WCAG 2.1, Sketch, InVision

Product Strategy

Competitive Analysis, Stakeholder Management, Roadmapping, Pricing Strategy, GitHub, Jira, ProdPad

Product Writing

Microcopy, Technical Documentation, Release Notes, Content Strategy

Education

Bachelor of Science in Informatics, Minor in Media Applications
Indiana University Bloomington - May 2017

Community Work

r/userexperience subreddit (Moderator, Mentor)
Techpoint Tech Fellowship (Former fellow & board chair)