



Professional experience

JLEDESIGNS

CHICAGO, IL
12/18-CURRENT

UI/UX Designer

I collaborated with clients and their teams as a freelance designer to ideate and create user interfaces for various platforms.

DESIGNATION

CHICAGO, IL
01/18-07/18

UX Researcher & Designer

I conducted research and designed solutions in a 24-week user-focused immersive design program. Working on a team of designers in an agile environment, I facilitated user interviews, synthesized insights with personas and journey maps, built and tested wireframes and prototypes for web and mobile screens, and presented to clients.

Those clients included:

ReturnRunners: An on-demand return service for retail merchandise.

I interviewed runners, documented their process, and designed a mobile solution that streamlined and automated the runner's current manual process.

Javaya: An online marketplace where coffee enthusiasts buy directly from craft roasters. I evaluated the heuristics of their website, created wireframes to update the layout, optimize the information hierarchy, and improve the accessibility of the content to help users filter and find the coffee they want.

N-Vest Africa: A non-profit organization aimed at matching volunteers to NGOs in Africa. I designed a responsive website with strategic content to help volunteers find opportunities and learn about the local culture.

AT&T

CHICAGO, IL
06/16-02/18

Infrastructure Project Manager

I managed a team of network security and software engineers as a full-time contractor to maintain and upgrade the MSS infrastructure. I gathered requirements from SMEs, facilitated weekly meetings, tracked and managed communication with stakeholders, and conducted over \$250K in procurement while balancing the needs of the platform and managing client migrations.

SCHAWK / SGK INC.

CHICAGO, IL
03/12-08/15

Process Improvement Consultant and Project Manager

I conducted user interviews, focus groups, developed journey and process maps, and analyzed root causes to prioritize and implement improvement projects, which resulted in a 9% overall cycle time reduction in the graphics supply chain process. I developed and pitched recommendations for process improvement projects at a \$7B CPG client leveraging lean/six sigma best practices to document key processes.

I led \$15M+ of additional client business, with clients such as Amway, Kimberly-Clark, Heinz, and Campbell Soup Company—I managed schedules, scopes, facilitated client meetings, provided direction to international teams, and updated stakeholders, which improved on-time integration of projects to 95%.

LOCKHEED MARTIN

EAGAN, MN & SYRACUSE, NY
01/05-06/11

Senior Logistics Engineer / Global Sustainment Lead / Operations & Research Engineer

I coordinated a 15-person cross-functional team to develop and win a \$15M network communication systems integration contract. I was honored with an internal spot award for the win.

I managed \$1M+ in repairs for the F-16 Advanced Mission Computer and its components. I allocated resources, prioritized repair opportunities, and led process improvement activities—exceeding the on-time delivery goal of 95%.

Additional

Skills

| | |
|-----------------|-------------------|
| UX research | Strategy |
| User interviews | Process mapping |
| Wireframing | Usability testing |
| Prototyping | Synthesis |

Tools

| | |
|----------|-----------|
| Axure | Webflow |
| Sketch | Photoshop |
| InVision | Keynote |
| Marvel | Adobe XD |

In progress

CSS/HTML

Certifications

Project Management Professional (PMP)
Project Management Institute
03/13-present

LM21 Lean Manufacturing &
Six Sigma Green Belt
Lockheed Martin Corporation
12/06

Volunteering

1st-6th grade tutor
Tutoring Chicago
03/13-present

Digital and Film Photographer

Portrait, and landscape photography
11/09-present

Education

University of Michigan

B.S.E. in Industrial and Operations Eng.
with a focus on human factors and operations
research
ANN ARBOR, MI
09/00-05/04