

EDUCATION

MS Information Studies

University of Texas at Austin

MA Communication

University of Washington

BA Psychology

University of Texas at Austin

TOOLS

Adobe CC, Axure, Sketch, Invision, Omnigraffle, Visio, Mural, Validate-ly, Optimal Workshop, Morae, Qualtrics, Survey Monkey, Respondent, Trello, Agile-JIRA

AWARDS

C. Glenn Sparks Endowed Presidential Scholarship

University of Texas at Austin

Teaching Assistantship

School of Information, UT Austin

Continuing Assistantship

University of Washington

LEADERSHIP

Co-teacher, Citizenship Test Preparation Classes, YMCA International Services; ALA LITA Marketing and Communications Committee; Co-Director, ASIS&T UT Chapter; UT iSchool Curriculum Committee

SUMMARY

Mission driven qualitative user experience researcher and designer with 7 years experience leading impactful work in ed tech and enterprise management. Owns or facilitates the full spectrum of UX research activities. Maps methods and ways of working to product goals. Consensus builder. Great with humans.

EXPERIENCE

Pearson Education, August 2018 – June 2020

User Experience Researcher

UX researcher for higher education courseware. Led user interviews and co-design workshops. Facilitated journey mapping and team synthesis. Delivered formative and summative usability testing within SAFe Agile sprints. Planned foundational and iterative research roadmaps.

OpenStax, Rice University, September 2015 – July 2018

User Experience Analyst and Research Lead

UX researcher and designer for OER organization. Active across all stages-- research, testing, and interaction and visual design. UX research and usability lead for all products. User interviews, journey and experience mapping, and personas. Task and screen flows and prototyping. Delivered UX in alignment with Agile (Scrum) development methodology.

UH Libraries, University of Houston, July 2014 – August 2015

Web Services Coordinator

Managed UX research and design program for UH Libraries. Led UX projects from research through Agile-aligned development. Led discovery phase user and competitive research for web redesign. Conducted usability testing, from benchmarks to hallway testing. Interaction designer for select web projects.

Dell Experience Design Group, Dell Inc., June 2013 – June 2014

User Experience Researcher and Designer

Served as sole UX designer for Dell diagnostics software, working within an Agile sprint cycle. Produced prototypes and design specs for Dell and 3rd party developers. Researched, designed, and tested Dell local enterprise security software. Standardized usability testing protocol and managed test facilitators. Presented findings to design group leaders and product teams.

projekt202, Austin, TX, June - August 2012

User Experience Design Intern

Sketched wireframes and wrote interaction specification notes for client-reviewed deliverables. Assisted principal researcher with contextual inquiries and data collection.