

Summary of Experience

Expert in user experience design methodologies, front-end web development, and user research. Full understanding of life cycle from definition to release.

- 18 years of visual and graphic design
- 17 years of front-end web design and development
- 16 years of user experience design for highly complex, multi-user applications
- 15 years designing for 508 Compliance
- 16 years of user research including A/B testing, contextual inquiries, usability testing and analyzing web statistics
- 12 years of prototyping with tools such as Balsamiq, Axure, Justinmind and Figma
- 11 years WordPress development
- 10 years designing for mobile
- 9 years working in an Agile development environment
- 5 years working 100% remotely

Leadership Skills

Accomplished User Experience Leader with expertise in transforming organizations and improving processes. Consistent record of success in leading highly complex projects for enterprise solutions.

- Managed and mentored teams of high-performing UX professionals, UX Instructors and UX Teacher's Assistants
- Extensive experience building and leading UX and Product teams
- Led or participated in hiring activities for Web Designers, UX Designers, UX Researcher, UX Managers, Product Director, VP of Product, Group Product Manager, Developers, and interns
- Traveled to Prague, Boston, Calgary, Houston, Baton Rouge, Napa Valley, Las Vegas, and DC to present at various company events, led in-person design thinking sessions, collaborate with colleagues, and conduct usability research
- Lead instructor for four (4) UX/UI bootcamp cohorts at George Washington University. Lead instructor for one (1) UX/UI bootcamp cohort at The University of Minnesota
- Led a cross functional group of audio/visual technicians
- Black Boot Camp Network Mixer presenter on Imposter Syndrome
- Featured on various podcasts
- Recently created a YouTube channel to share UX knowledge

Design and Development Skills

Design Tools and Methodologies

- Axure, Justinmind, Figma, Adobe XD, Balsamiq, Paper Prototyping, Wireframes, Task flow Diagrams, User flows, Journey Maps, Storyboards, Lo-fi and Hi-fi Prototyping, Invision, Email Marketing, Adobe Creative Suite, Mural, Miro, Jamboard, Draw.io, MS Office, User Research Methods, Contextual Inquiries, Object-based Techniques, Remote Usability Studies, Confluence, Jira, Agile, Trello, iMovie, OBS, Google Analytics, Hotjar, Piwik

Development

- HTML5, CSS3, jQuery, Responsive Web Design, WordPress, PHP, GitHub, FTP Programs, Joomla,

CliftonStrengths

- Positivity, Developer, Incliner, Ideation, Strategic

Career Accomplishments

SEEQ Corporation - Principal UX Design Leader (01/2019 – present)

- Led a team of UX professionals to transform the product design and development process at Seeq, an application that provides advanced analytics for process manufacturing data
- Created strategies to foster relationships between the Product Team and end-users, which significantly improved customer engagement, customer feedback and customer satisfaction
- Hosted companywide "UX at Seeq" workshops to educate the company on best practices and current UX efforts
- Hired and mentored designers and researchers
- Led design-thinking workshops for Product, Development, Sales, Customer Success, Analytics Engineers, Seeq Champions, end-user and other major stakeholders
- Onsite visits to conduct usability research with process engineers, analytics engineers, and other major stakeholder
- Remote usability interviews and testing
- Design high-fidelity and low-fidelity prototypes using Justinmind and Figma.
- Provide various artifacts such as user personas, journey maps, task-flow diagrams, sketches, wireframes and design documents
- Led efforts to provide design and implement major features and products from scratch, including Notifications, Asset Groups, Batch Compare tool and the OEE Manual Input Tool.
- In 2021, my designs helped land a contract with a major pharmaceutical company

George Washington University via 2u/EdX - UX/UI Bootcamp Lead Instructor (04/2020 – 02/2023)

- A Lead Instructor for the Part-Time UX/UI Bootcamp at George Washington University (GWU). A 6-month program teaching students UX Design, UI design, and Front-End Development
- Provides career mentorship and guidance for students looking to change their careers to become UX designers
- Provides instructional coaching for new instructors to help prepare them for classroom success
- Substitute instruction and design critique at various other institutions including the University of Utah, the University of Minnesota, the University of Toronto, and the University of Denver
- Recognized for the teacher spotlight in November 2020.

Remedybiz, Department of Transportation (Client) - UX Design Lead (09/2018 – 1/2019)

- Worked alongside Business Analysts to completely redesign the National Registry for Certified Medical Examiners, a web application that services millions of truck drivers and 68,000 medical examiners
- Designed the entire web application from scratch
- Meet with clients to understand requirements and present ideas
- Deliver Low-fidelity and High-Fidelity Prototypes and wireframes
- Conduct usability and brainstorming sessions
- Collaborate with an offshore team of developers and visual designers
- Worked under a tight deadline
- Worked in an Agile environment

Monster Government Solutions - Manager, User Experience Design (3/2014 – 09/2018)

- Helped land a 5-million-dollar contract for overseas hiring.
- Re-designed the Vacancy Builder web application from scratch.
- Managed and mentored a team of designers and oversaw all product design implementations, initiatives, and solutions.
- Created design systems and style guides to help modernize legacy systems and standardize components.
- Provided simple solutions for complex, heavy-data, multi-user applications.
- Served as a 508-compliance subject matter expert.
- Facilitated all UX strategic sessions and workshops including focus groups, contextual inquiries and prototype reviews with clients and major stakeholders.
- Served on leadership teams with Product Managers, Business Analysts and Developers to define and produce comprehensive user experience solutions designed specifically for Government agencies.

Turner Consulting Group, Executive Office of the President (Client) - UX/UI Developer Lead (3/2012 – 2/2014)

- Led design initiatives to improve overall usability, accessibility, and Section 508 compliance for MAX Suite of Applications at MAX.gov, a highly collaborative platform servicing all Federal Government Agencies.
- More than 90,000 users on this platform.
- Recognized in 2014 and 2015 for my contributions to the publication of the “Budget of the United States Government”

Georgetown University - Web Master, Front-End UI Designer (8/2007 – 3/2012)

- Administered updates to public-facing and internal sites managed by the Office of Advancement.
- Managed all broadcast email communications and e-newsletters that serviced more than 100,000 alumni and friends.
- Received a team recognition award for my role in developing technology solutions for a major CMS migration project.

Education

- Graduate Certificate in Information Design – University of Baltimore (05/2014)
- Bachelor of Arts in Graphic Design – Morgan State University (05/2006)

Certification

- Certified Usability Analyst – Human Factors International (11/2016)

Training

- Advanced Approaches to UX Research – Leaders of Awesomeness (6-2023)
- Audacious UX Goals – Leaders of Awesomeness (02/2022)
- Advanced Approaches to UX Research – Leaders of Awesomeness (6/2022)
- 2U/edX Educators Conference (10/2022)
- The Science and Art of Effective Web Application Design – Human Factors International (08/2016)
- Practical Usability Testing – Human Factors International (08/2016)
- Designing the Mobile User Experience – Human Factors International (06/2015)
- Fundamentals of JavaScript – Westlake Training and Development (06/2010)