

## experience

### Operations Manager & Designer | Mr. Pups Pet Care

Seattle, WA | Sep 2021 - present

- Mr. Pups Pet Care is a pet services company, such as boarding, dog walks, etc.
- Held multiple workshops using frameworks, such as **affinity mapping**, to identify company goals.
- Conducted **user research** and **usability tests** to establish a new customer-facing system.
- Collaborated with business owner to set foundational processes to **scale growth**.
- Managed a team of 5 contractors and implemented company process for consistency of service.

### UX Designer | Record App

Remote | Sep 2020 - Jan 2021

- Led **generative research** and **competitive analysis** on similar apps in market.
- Worked with a UI team and engineer to **ideate UI/UX** of the mobile app.
- **Conducted interviews** to identify potential users and key product features.
- Presented research findings and strategic recommendations to stakeholders.

### UX Designer | TEACH.org, School of Visual Concepts

Seattle, WA | Apr 2020 - Jun 2020

- Worked on a team to **redesign the user journey** flow from the company's home page to completion of predefined tasks.
- **Conducted interviews** to identify pain points for potential users, to assess the usefulness of the existing TEACH.org solution
- Created desktop **wireframes** of multiple design solutions, including alternatives outside the scope of the project.

### Photographer, Digital Tech, Visual Designer |

### Raquel Dennett Photography

Seattle, WA | Feb 2011 – Sep 2020

- Met company and client goals by collaborating with clients, teams, and external stakeholders.
- Used **creative problem-solving** and **user-centered design** principles, including iteration and presented multiple design solutions, for client products.
- Clients included Amazon Fashion and Nordstrom

### Producer | Andersen Ross

Edmonds, WA | 2011–2012

- Worked with stakeholders across different departments and international companies to manage schedule of projects and deliverables.
- Collaborated with international content creators to ensure their products met the market and company standards.

## tools

Figma  
Sketch  
InVision  
Adobe Photoshop  
Adobe InDesign  
Excel  
Google Suite  
OmniGraffle

## skills

Product design  
User experience design  
Wireframing  
Prototyping  
UX design  
User research  
Usability testing  
Interaction design  
Information architecture

## education

### School of Visual Concepts

UX Certificate Program, 2020

### Seattle Central College

B.S. Commercial Photography, 2011

### University of Washington

B.A. English, 2007

## volunteer

### Ladies that UX

Events Planning | Book Club

### TOPS K-8 School

Site Council | 1st Grade Rep

### Capitol Hill Coop Preschool

School Board | Vice-Chair