

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