**WORK EXPERIENCE**

**Pinnacol Assurance |Senior Product Designer**

*2018 - present. Denver, CO*

* Trained leadership on Human Centered Design principles and research best-practices, resulting in a promotion to CareerWise UX Apprentice Supervisor.
* Increased policyholder NPS score 25% by redesigning legacy system into a mobile-first application, responsible for ethnographic research, usability testing, UI, and prototyping.
* Reduced customer service call volume 7% by redesigning and launching a self-service medical benefits application. I conducted user research, user testing, and worked with stakeholders to identify product requirements and road map.

**Compass Natural |Experience Design Manager**

*2015 - 2018. Longmont, CO*

* Received Nexty Award Nomination at Expo West by identifying new product ingredient opportunities through customer journey maps, empathy maps, and A/B testing.
* Grew and led design team from one to four, responsible for design reviews, development handoff, allocation of work, and client communication on key accounts.

**Red Idea Partners |User Interface Designer**

*2014 - 2015. Boulder, CO*

* Spearheaded firm’s website redesign doubling lead generation in the first year by working with stakeholders, creating a new information architecture, designing user flows, wireframes, and prototypes.
* Responsible for all UI / UX Design for over 20 clients, creating guidelines for consistent UI and interaction patterns.

**Innovatrium |Project Management Intern***2013 - 2014. Ann Arbor, MI*

* Coordinated workshops and managed project deliverables for clients like BMW and Pepsi for an innovation consulting institute led by author and public speaker, Jeff DeGraff.

**HONORABLE MENTION**

**IndigoTheory.io |Lead Organizer – Principal Designer**

Leader of a global, ethical-hacker organization focused on building blockchain projects rooted in empathy.

**EDUCATION**

**University of Michigan***BA-* Multidisciplinary Design Engineering

**DESIGN**

Figma, Axure, Sketch, InVision, Adobe CS, Storybook, Frontify

Design Systems, Prototypes, Wireframes, User Flows, Information Architecture, Interaction Design, UI Design

**RESEARCH**

UserTesting, Hotjar, Pendo, Fullstory

User Personas, Quantitative & Qualitative Research Methods, Customer Journey Maps, A/B Testing, Card Sorting, Tree Testing, Usability Testing, User Testing, NPS, SUS

**AWARDS**

* **UserTesting**Illumi Award Nomination for UX Research
* **Ethereum Denver**Best User Onboarding Experience
* Impact Award
* Vitalik’s Choice Award
* Best UX Award
* **BSIC**Sustainable Cities Award for Homeless Gig Economy App
* **ConsensysHealth**Data Science and Supply Chain Award for COVID Blockchain Hackathon Project
* **Decentralized AI**1st place for Ocean Protocol COVID supply chain data model