



I am a detail-oriented and user-obsessed product designer, who has guided a number of projects from inception to delivery. I am skilled in untangling complex systems through the use of design thinking and cross functional collaboration with empathy at the core of all that I create.

Experience

Product Designer 2 & 3 @ Made in Tandem

Sept 2021 - March 2024

- Modernized 3 MEPCOM (Department of Defense Military Enlistment) - Legacy Applications: Career Exploration which processes 175,000 aptitude tests/year, Recruit Travel which transports 250,000 applicants to bases/year, and Medical Scheduler which manages over 1,500 medical provider records
- MEPCOM has an annual budget of \$350 million, and each application is used in 65 locations with over 5,000 users
- Collaborated with cross-functional team to achieve alignment among business stakeholders, developers and BAs to ensure project movement and success, from research & discovery through testing and product launch
- Leveraged the user-centered design process to modernize the application through the use of journeys maps, user personas, wireframes, information architecture, both high and low-fidelity designs and prototypes
- Co-led design team in an iterative process, including ideation, user testing, and implementing insights gathered through collaborative user-centered processes in an agile environment
- Managed communication and built trust among a large and complex group of over 40 stakeholders and partners
- Worked with design lead to set project plan, establish timeline and team member allocation across multiple work streams
- Facilitated generative user sessions and usability testing to gain user insights and alignment, and to validate designs
- Collaborated to create and develop the MEPCOM Interface Guidelines and the design library to unify the user experience across the suite of products, enhance cross team collaboration and ensure adherence to brand guidelines

Product Designer 1 @ Made in Tandem

April 2020 - Sept 2021

- Modernized Legacy MEPCOM Application: Human Resource Management System (MIRS) which processes 1 million apps/yr
- Delivered pixel-perfect assets and facilitated detailed developer & QA handoff sessions
- Collaborated in creating prototypes and protocols, and participated in multiple rounds of user testing, ensuring designs exceeded user expectations and adhered to business needs and policy
- Designed data sensitive forms critical to operation into digitally updatable versions, reducing paper usage to ~0%
- Redesigned contract signing process, reducing processing time by 85%
- Created application training videos in After Effects that were sent to 4,500+ users across 65 Processing Stations nationwide to prepare for application launch

Application Software Developer & Designer @ Centene Corporation

June 2019 - April 2020

- Identified opportunities through heuristic evaluation to translate a complex medical system into user-centric application
- Employed design thinking, created user personas, wire framing and conducted user research and usability testing
- Advocated for the importance of UX through implementation of guided tour, data grid and feedback features

Creative Design Intern @ USAA

May - August 2018

- Conducted competitive analysis on auto insurance quoting, evaluating different heuristics across 12 competitors
- Led user testing sessions, gathered insights, analyzed resulting data and created journey maps based on personas
- Optimized and improved the auto quote experience by adding consistency and efficiency across the entire flow

Accomplishments

Gold Stevie Award Winner 2023

SIIA CODiE Award Finalist 2024

[How To Give a Prototype Presentation](#)

*Published in 2022 on Made in Tandem

Tools & Programs

Figma

Sketch

InVision

Illustrator

Photoshop

After Effects

Education

Purdue University West Lafayette, IN

Bachelor of Science, Computer Graphics

Focus: Web Design (UX/UI)