



EXPERIENCE

Dynepic Product Designer

2022 - Present

Senior Product Designer specializing in enterprise software and government systems, with expertise in zero trust frameworks and emerging AI technologies. Collaborate with cross-functional teams including product managers, engineers, and cybersecurity professionals to deliver user-centered solutions through agile development cycles.

- Established product strategy and foundational information architecture for a new AI-driven content management system, conducting user research and iterative testing to validate product value and ensure intuitive feature design.
- Lead ongoing research into immersive and AI-powered experiences through continuous education, industry conferences, and hands-on exploration of 3D gaming, generative AI, and emerging UX patterns to inform forward-thinking product decisions.
- Designed and implemented a comprehensive onboarding experience through rapid prototyping and user testing, reducing new user drop-off rates and improving feature adoption.
- Developed and maintain an accessible design system with web-ready assets and responsive components across multiple screen sizes and devices, enabling consistent seamless experiences.
- Served as sole UX researcher and UI designer for the now-patented “Permissions Wizard,” collaborating with cybersecurity team to design intuitive interfaces for complex zero trust security protocols. Ensured proper handling of Controlled Unclassified Information (CUI) in government environments.
- Conducted comprehensive accessibility audit for the entire Dynepic platform, delivering a detailed remediation roadmap with cost/timeline estimates that enabled successful vendor partnership and contract fulfillment, demonstrating advocacy for inclusive design practices.
- Coordinate cross-departmental design reviews within agile engineering cycles, maintain feature roadmap timelines, advocate for user experience design with non-designer peers, and ensure design quality standards throughout development and release cycles.

Nelnet UX Researcher / UI Designer

2020 - 2022

UX Researcher and UI Designer for student loan financial services and government-facing systems. Drove product strategy through comprehensive user research, usability testing, and iterative design while managing stakeholder relationships and guiding agile development teams from concept to production.

- Contributed to product strategy for Nelnet’s student loan servicing platform, serving as UX researcher for internal tools and UI designer for external student-facing products, directly impacting millions of borrowers’ interactions annually.
- Led legacy system modernization initiative, conducting user surveys, interviews, usability testing, and collaborative workshops to validate migration strategy, resulting in actionable recommendations that reduced call center resolution time and improved operational efficiency.
- Created rapid prototypes and responsive web-ready designs by translating research insights into intuitive interfaces while adhering to Nelnet’s design system and regulatory requirements.
- Collaborated with cross-functional agile teams including tech leads, developers, and product managers to continuously refine the design-to-development process and ensure seamless handoff.
- Partnered with external vendors to conduct user experience audits and deliver strategic recommendations that improved partner product integration within existing system frameworks.
- Produced comprehensive UX deliverables including personas, journey maps, user flows, wireframes, prototypes, and research reports that validated product value, informed roadmap decisions, and secured stakeholder buy-in for feature initiatives.

Graphic Design Experience

2005- 2018

Information available upon request.



EDUCATION

Designing and Building AI Products and Services - Certificate of Completion - MIT xPRO

Machine Learning Foundations for Product Managers - Certificate of Completion - Coursera/Duke University

UX/UI Design Program - Certificate of Completion - Flatiron

UX Academy - Certificate of Completion - Designlab

ThinkBig! School of Business Graduate - Cohort 21 - ThinkBig!

Bachelor of Science, Communications - Graphic Design University of Wisconsin, Platteville
Magna Cum Laude - 3.74

Continuing Professional Development Courses - LinkedIn Learning, Skillshare, International Design Foundation, Coursera, Maven, Uxcel

LEADERSHIP & PROFESSIONAL ASSOCIATIONS

Walbridge Condo Association Board President - 2021-2023, Madison, WI

Zumba Instructor/Mentor - 2015-Current (as assigned)

Rock Valley College Community Band Section Leader - 2023-Current, Rockford, IL

Rockford Professional Womens Association Member - 2025-Current, Rockford, IL

SKILLS

Core Professional Skills

Critical Thinking
Problem Solving
Organization
Empathy

Project Management & Process

Agile Processes
Sprint Planning & Project Management
Process Improvement
Product Development
Jira & Confluence

Communication & Leadership

Collaboration
Communication
Presentations & Client Reports
Workshops
Content Writing

User Research & Analysis

User Research & Interviews
Qualitative & Quantitative Research
Usability Tests & Surveys
A/B Testing
Data & Competitive Analysis
Market Research
Heuristic Evaluations

Technical & Development

Responsive Design
Developer Collaboration
Accessibility
WCAG Guidelines & Section 508
Artificial Intelligence
AI Machine Learning
Generative AI
Prompt Engineering

Design & Prototyping Tools

Figma & Sketch
Adobe Creative Suite
Axure & InVision
Prototypes & Wireframes
Design System Library
VR/XR

UX Design & Strategy

User-Centric Design
Information Architecture
Interaction Design
User & Task Flows
Journey Maps & Personas
Product Strategy
Human Computer Interfaces