



---

## EXPERIENCE

---

### **Dynepic UX Designer III**

**2022 - Present**

Work with the Director of Product Strategy, developers, engineers and cybersecurity within an agile environment to present and advocate for UX. Initiate and conduct research efforts to inform the direction of proposal efforts. This position required that I obtain the proper government security clearance as we access sensitive data.

- Proposed and spearheaded on-boarding experiences to increase user understanding of the platform and reduce drop off rate. The product and features can be quite overwhelming and complicated for a first time user.
- Create and implement a new design system component library for the product that takes accessibility and 508 AA compliance into consideration while adhering to the current brand standards.
- Lead in making sure the entire team understands how to use the component library effectively.
- Contributor on the Permissions Wizard Patton that guides users in properly labeling and permissioning content for distribution on a shared public or Controlled Unclassified Information (CUI) environment. Sole UX researcher and designer for this effort while collaborating with the cybersecurity team to ensure proper flagging and quarantining of suspicious content.
- Conducted an accessibility audit of MOTAR for a required Government contract with a 3rd party vendor to present a department specific report regarding all issues and proposed costs/time to fix.
- Track current and backlog issues via confluence and Jira and work across departments to review product releases for QA.

### **Nelnet UX Researcher / UI Designer**

**2020 - 2022**

Worked directly with the project managers and stakeholders on Nelnet's student loan servicing internal and external facing product. UX researcher on the internal loan servicing product and UI designer on the external student facing product. This position required that I obtain the proper government security clearance as we accessed sensitive data.

- Worked with stakeholders and project managers to improve features of the client facing product while adhering to current brand standards and utilizing Nelnet's design system.
- Conducted research and analyzed user needs of the current legacy system through surveys, studies, prototypes, user testing, interviews and workshops to create recommendations for updating to angular, through effective deliverables such as: personas, journey maps, site maps, user flows, wire frames, analysis reports and more.
- Designed responsive user interfaces for products using the recommendations and findings from the research conducted.
- Worked within an agile framework directly with developers and team members, for a smooth transition into production while continuing to collaborate and refine designs during product implementation.
- Worked with partnering companies as a researcher and designer to improve their product within an existing framework.

### **Graphic Design Experience**

**2005- 2018**

Prior to changing careers from print to digital design, I worked in the print production industry as a prepress graphics specialist/graphic designer/content layout specialist at the following businesses.

- Badger Graphics Systems
- Royal Printing
- WRI



## EDUCATION

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

**UX Academy - Certificate of Completion** - Designlab

**UX/UI Design Program - Certificate of Completion** - Flatiron

**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

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

**Zumba Mentor** - 2015-Current (as assigned)

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

## SKILLS

508 Compliance	Content Writing	Journey Maps	Sketch
A/B Testing	Creative & Visual Design	Market Research	Sprint Planning
Accessibility	Critical Thinking	Mobile First Approach	Sprints
Adobe Creative Suite	Data Analysis	Mockups	Surveys
Agile Processes	Design Systems	Organization	Task Flows
AI Design Process	Developer Collaboration	Personas	Usability Tests
AI Machine Learning	Empathy	Presentations	User-Centric Design
Axure	Figma	Problem Solving	User Flows
ChatGPT	Heuristic Evaluations	Process Improvement	User Interviews
Client Reports	Human Computer Interfaces	Product Development	User Research
Collaboration	Information Architecture	Project Management	VR/XR
Communication	Interaction Design	Prototypes	Wireframes
Competitive Analysis	InVision	Responsive Design	Workshops
Confluence	Jira	Reports	