

Experience

Company / Position

Responsibilities

OCLC, Inc.

May 2017 - Present

*Lead User
Experience Designer*

Facilitated strategic conversations between product managers, technology leads, user researchers, and visual designers to determine current and future ideal workflows to address the needs of library users, researchers, and librarians for cloud-based library discovery and fulfillment systems. Oversaw user workflows under the discovery and fulfillment OCLC product offerings. Led the UX team for the first ever OCLC app for library student workers, supporting and empowering student workers to be more efficient and accurate in the stacks.

OCLC, Inc.

May 2013 - April 2017

*Senior User
Experience Designer*

Integrated with developers, business analysts, visual designers, and product owners to innovate interaction patterns and annotated wireframes for cloud-based library cataloging systems for librarians, researchers, and patrons. Wireframes expose technical constraints, interaction gaps, and additional requirements before code. Led content-first sessions to determine user flows for new functionality and maintain consistency across the app and related products. I use Axure, AxShare, and other tools to create wireframes, prototypes, and templates. I love post-its and sharpies for facilitating group ideation sessions.

WD Partners

June 2011 - May 2013

*User Experience
Designer*

Managed small design teams to meet digital menu board project deadlines under budget. Created sitemaps, user flows, and annotated wireframes to facilitate conversations between the client, designer, and developer. Sketched storyboards and digital concepts in retail contexts. Developed a standard document to compile annotated sitemap, wireframes, and creative designs to hand to contracted developers and designers. **Clients:** Office Depot, Peter Piper Pizza, Vail Resorts, X-ACTO, The Home Depot, Chiquita, Nationwide Insurance, Zoe's Kitchen, Pottery Barn.

Nationwide Insurance

June 2010 - May 2011

Usability Analyst

Moderated usability test sessions and translated findings into infographics, reports, and recommendation tables. Created a graphical visualization to clarify an internal testing process for new employees and internal clients. Iterated a set of templates for the usability team to create an easy-to-use, consistent look and feel for reports and requirements gathering. Created highlight reels of usability sessions to support key points for steering committees.

Education

The Ohio State University

Computer Science Engineering

Bachelor of Science, 2008

Minor in English

Indiana University - Bloomington

Human Computer Interaction Design

Masters of Science, 2010

U.S. Citizen

Methodology

Contextual Inquiry, Participatory Design, Human-Centered Design, Strategic Thinking, Systems Thinking, UX Design Research, User Research Insights Translation

Skills

Information Design & Architecture, Group Facilitation, Prototyping, Storytelling, Team Leadership, Collaborative Design, Sketchnoting

Tools

Axure RP, Adobe Illustrator, Adobe InDesign, Adobe Photoshop, Adobe XD