

## OBJECTIVES

To work with a team of creatives who understand and value user-centered design and Human-Computer Interaction and know how to deliver elegant design solutions for strategic business objectives that surpass user expectations.

## WORK EXPERIENCE

### UX Design Lead - NetJets

Private Jet Service  
Mar 2016 - Present

Lead the discovery, design, and testing efforts for various projects and departments. Set up and lead discovery workshops, design sessions, user studies, as well as manage several aspects of the design and front end development phases. Create and manage in-house style-guide as well as 2 or 3 projects in an Agile environment.

### Senior Product Owner - JPMorgan Chase

Retail Bank Innovation Team  
Oct 2015 - Mar 2016

Lead the research and competitive analysis phase for the Branch of the future. Helped manage UX related backlog items for a banker tablet which connected to the ATM devices for managing remotely and helping customers interact with the ATM.

Set up and conducted sunlight tests (+/- 100,000 lumens) on various sized ATM monitors to understand various sunlight situations for internal and external ATMs. We also tested various aspects of the hardware, comparing different manufacturers and 3rd parties.

### UX Design Lead - JPMorgan Chase

Retail Bank UX Team  
Feb 2011 - Oct 2015

Managed the design process from concept to production. Work with senior business leaders to understand the goals and objectives. Managed a small team of designers and front end developers to take concepts from sketch/white board to wireframes and fully functioning prototypes to gain feedback from executives and end users during and after the evaluative phase.

## EDUCATION

### Human-Computer Interaction

Master of Science  
DePaul University, 2015

### Certified Usability Analyst

Certification  
Human Factors International, 2012

### Management Information Sciences

Bachelor of Science  
Franklin University, 2010

## PROJECTS

### Design Lead

Aircraft Recovery Systems

Managed the discovery and design efforts for the Scheduling and Operations department's aircraft recovery systems.

### Design Lead

Catering & Onboard Amenities

Designed an ordering system for internal employees to order onboard catering for passengers.

### Design Lead

Safe Deposit Box System (Patent Pending)

Consolidated 2 web apps and 3 green screen systems into a single web app for 5 user groups, including bankers and back office personnel.

## METHODS

Contextual inquiry/interviews, competitive analysis, heuristic evaluation, card sorting, whiteboard/sketch big picture concepts, define UX strategy, storyboard ideas, persona creation, user testing