

OBJECTIVES

Create designs that surpass user expectations. Work with a team of smart creatives that understand and value user-centered design and know how to deliver elegant design solutions for complicated business objectives.

WORK EXPERIENCE

Senior Interaction Design Lead - NetJets

Private Jet Service
May 2016 - Present

Lead a cross departmental team of UX, UI, Infrastructure/architecture and front end developers for the purpose of building a living style guide for internal applications. Integrated UX processes into an agile development process. Lead the discovery and design phases for several internal areas of the company.

Senior Product Owner - JPMorgan Chase

Retail Bank Innovation Team
Oct 2015 - May 2016

Manage the research and competitive analysis function within the Innovation team. Help manage UX related backlog items for the banker tablet and eATM projects. Work with third party vendors to secure hardware for the innovation team and help drive the conversation with use of third party technologies and solutions and help apply technologies to business goals and objectives.

Interaction Design Lead - JPMorgan Chase

Retail Bank UX Team
Feb 2011 - Oct 2015

Manage the design process from concept to production. Work with senior business leaders to understand the goals and objectives. Sketch concepts to relate business objectives and goals to a user journey and experience. Manage 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 usability testing.

EDUCATION

Human-Computer Interaction

Master of Science
DePaul University, 2015

Certified Usability Analyst

Certification
Human Factors International, 2012

Management Information Systems

Bachelor of Science
Franklin University, 2010

PROJECTS

Design Lead

Aircraft Recovery Systems

Lead the discovery and design efforts for the Scheduling and Operations departments new aircraft recovery systems.

Design Lead

Catering & Onboard Amenities

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

Design Lead

Safe Deposit Box System

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