



**PROFILE** I'm a highly collaborative and adaptive designer who excels in dynamic, agile environments with ten years of product design experience across fintech, retail, and higher education. My keen eye for detail and fresh perspectives drive project success through open communication, creative problem-solving, and balancing business and user needs.

**EXPERIENCE** **Senior Experience Designer** Sep 2021 – Aug 2023  
*Rocket Companies | Detroit, MI*

- Designed identity and authentication experiences to ensure legal compliance, boost client trust, enhance security, streamline processes, and simplify privacy requests, enabling 10M Rocket accounts with MFA.
- Created credit experiences and played major role in crafting a credit strategy, empowering clients to understand and improve their credit to achieve financial goals, with a 40% increase in enrollment with new credit onboarding design.
- Provided mentorship and guidance on visual design, experience design, and storytelling.
- Planned and led workshops to foster cross-functional team collaboration, leading to successes like roadmap alignment and global credit component standardization.
- Ran usability tests, evaluated new functionality, and researched client expectations and trust, including enhancements to account creation flow.

**Enterprise User Experience Designer to Senior User Experience Designer** Oct 2018 – Sep 2021  
*The Home Depot | Atlanta, GA*

- Developed Privacy & Security Center website to improve customer access to company's data privacy policies and enacting privacy rights.
- Managed and guided diverse research studies for various product teams.
- Wrote accessibility guidelines to support company's accessibility efforts.

**Full Stack Designer/Developer** May 2016 – Oct 2018  
*University of Illinois | Champaign, IL*

- Facilitated cross-functional collaboration with Technology team and stakeholders, gathering requirements, resolving issues, conducting interviews, and producing specification documentation.
- Conducted first-level support, addressing web application functionality and technical issues, and adapting applications to evolving user needs.

**Graphic Design Specialist** Jan 2013 – May 2016  
*University of Illinois | Champaign, IL*

- Provided wireframe and mockup designs, graphic elements, and CSS.

**SKILLS** Areas of Expertise: UX Design, UX Strategy, UX Research, Visual Design, Interaction Design  
Methods & Deliverables: Wireframes, Prototypes, Journey Maps, User Flows, Roadmaps, Service Blueprints  
Research: Interviews, Usability Tests, A/B Testing  
Software: Adobe XD, Figma, Miro, UserTesting.com

**EDUCATION** **Master's of Science in Computer Science** Spring 2018  
*University of Illinois | Springfield, IL*

**Bachelor of Science in Computer Science** Spring 2011  
*University of Illinois | Springfield, IL*

**Associates of Applied Science in Graphic Design** Spring 2012  
*Parkland College | Champaign, IL*

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