

## Experience

### IBM - UX Designer and Researcher

Jan. 2017 - Present • Austin, TX

Plan and execute user research with a collaborative team of developers, designers, and researchers on the IBM Systems Storage team. Work primarily focuses on IBM Spectrum Protect.

### Freelance UX Research and Design

Sep. 2015 - Dec. 2016 • Austin, TX

Plan, execute, and present user research, UX design, and user testing. Projects include web apps, native apps, and websites. Includes UX work for the Steno App.

### nFusion Group - UX Architect

Dec. 2015 - May 2016 • Austin, TX

Plan, execute, and present user research and UX design for agency clients. Work with developers, designers, and leadership to create and institute company's culture of UX.

### Mentegram - UX Research and Design

Jul. - Aug. 2015 • Austin, TX

Directed user research and collaborated with a UX designer to increase app's positive user engagement by 60 percent. KPIs were daily use, task completion, and ratio of smiles to grimaces during use.

*Before UX, I worked in a coffee shop by day, academia by night.*

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## Education

### General Assembly - UX Design Immersive

Summer 2015 • Austin, TX

### New School for Social Research - M.A. Politics

2013 - 2015 • New York City, NY

Focus: politics of culture via methods in sociology, anthropology, and design

### Hendrix College - B.A. International Relations

2008 - 2012 • Conway, AR

Focus: psychological analyses of terrorist groups, leaders, and members

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## Main Tools

Adobe Suite

Basic CSS

Basic HTML5

ClickTale

Coffee (the kind you drink)

Google Analytics

IBM Box & Notes

InVision

Omnigraffle

P.O.P.

Slack

Survey Gizmo

Sketch

UsabilityHub

ZenHub