

Professional Experience:

RealNetworks

Sr. Designer, UX Lead

June 2012 – Present

- Design, develop prototypes and interactive handoffs for, and test:
 - Real.com
 - Order path experiences
 - Product installation & customer onboarding
 - Email channel & SEM experiences
- Manage and develop Styleguide for RealPlayer Cloud
- Research and advocate for modern design practices that improve customer experiences

BigTip.com

UX/UI Designer and Front-end Web Developer

April 2011 – June 2012

- Designed and developed BigTip.com pages
- Designed marketing materials using Adobe Suite & web code (HTML, CSS & Javascript/JQuery)
- Implemented and managed email program:
 - Designed emails and graphic elements
 - Strategized content and wrote copy
 - Built/styled emails with HTML and inline CSS
 - Managed cross program brand consistency

Amazon.com

Retail Customer Experience Intern

April 2011 - September 2011

- Designed retail experiences and prototypes for international expansion
- Designed & produced Universal Wish List landing page
- Designed updates to mobile flow for registries
- Designed updates to list sharing flow
- Designed and developed WordPress theme for research archival & sharing

Freelance Web Design

2009 – 2011

- Discover phase with stakeholders
 - Interviews, audits & requirements definition
- Designed IA and mobile first content hierarchy
 - Card sorts, IAs, wireframes & prototypes
- Iterated on visual design components
 - Photoshop work, responsive HTML & CSS
- Developed web experience and interactions
 - Wordpress CMS, Javascript & CSS3

Clients:

- *Big Bang*, marketing firm
- *PhysioSonics inc.*, medical device co.
- *MDClarity.com*, medical insurance provider
- *The LiveGlocal Foundation*, non-profit

Preferred Tools:

- Adobe Photoshop & Illustrator
- HTML5, CSS3 (LESS), Javascript/JQuery
- UserTesting.com, SurveyMonkey, Five Second Test, Optimal Sort
- Balsamiq & Axure

Education:

University of Washington

2012 – 2013, Cert. User Centered Design

Seattle Central Community College

2009 – 2011, Cert. Web Design

University of Washington

2002 – 2006, B.A. in English