

Summary

5+ years of experience driving product design consensus and gathering requirements by leveraging user goals and needs, to both meet business goals and guide technology development. Have a Master's degree in Human Centered Design and Engineering.

Experience

The Boeing Company

User Experience Specialist | September 2018 - Present, Renton, WA

- UX specialist supporting the consolidation of Environment, Health, and Safety (EHS) systems into a single enterprise system. Primary support for the self-service module for incident management, available to all Boeing employees.
- Creates and performs usability tests; summarizes, prioritizes, and presents findings to product owner and extended team. Interfaces with product owner to create user stories, outline process flows
- Scrum master for IT team: removes blockers, leads daily scrums and sprint planning

Senior Systems and Data Analyst | April 2017 - September 2018, Tukwila, WA

- Product owner for the UI/UX team and UX contributor for Boeing's Airplane Health Management, an airline-facing application.
- As a product owner: collaborated with product management to determine business context and priorities to define future work for UX team; scheduled and projected UX work to align with product roadmaps; assisted development teams as needed during implementation
- As a UX contributor: determined requirements and constraints; brainstormed, sketched, and iterated designs based on user feedback; packaged up designs to hand off to development teams

Business Process Analyst | November 2014 - April 2017, Renton, WA

Systems and Data Analyst | February 2013 - November 2014, Renton, WA

- Liaison between business customers and developers for Boeing's self-service human resources website.
- Gathered and translated business requirements into technical specifications, researched and identified usability improvements, created mockups, created and conducted test plans, and investigated system issues.
- Key projects: designed and tested conversion of website to responsive design to improve mobile user experience; led the research, design, and implementation for a website redesign; designed three technical demonstrations for the website over the course of six months and released one to Boeing's IT population.

Intel Corporation

Undergrad Intern Technical | June 2012 - September 2012, Hillsboro, OR

- User experience designer on an HTML5-related project. Designed and managed an internal website documenting project's purpose.

Skills

- Exploration: Competitive analysis, interviews, contextual inquiry, surveys, card sorting
- Ideation: Sketching, persona development, user stories, requirements definition
- Design: Wireframes, prototyping
- Evaluation: Usability testing, heuristic evaluations, analysis
- Collaboration: Project management, process definition, strong written and oral communication
- Tools & Techniques: HTML5, CSS3, ad hoc SQL, Balsamiq, Axure, user-centered design, agile development

Education

Master of Science, Human Centered Design & Engineering

University of Washington, Seattle, WA | 2015 - 2018

Bachelor of Science, Human Centered Design & Engineering: Human-Computer Interaction

University of Washington, Seattle, WA | 2008 - 2012

Certifications: Scaled Agile Framework (SAFe) Advanced Scrum Master (2019); SAFe Product Owner/Product Manager (2017)