

Experience

Curavi Health

Senior User Experience Designer | April 2018 - March 2021 | Pittsburgh, PA

Designed portable telemedicine units intended to optimize doctors' efficiency providing care and avoid hospitalizations.

- Expanded Curavi product offerings by building hardware and software prototypes for a portable unit, considering the needs of transporting and using the case, as well as determining required peripherals based on relevant data and studies.
- Iterated through the design process through four pilots, each with a different workflow, use case, and stakeholder, based off evolving knowledge, resulting in a whitepaper published in several industry newsletters.

Sole designer in charge of the omni-channel user experience for the core geriatric telemedicine product line, aimed at connecting nurses with doctors to provide after-hour care to treat patients in place and avoid costly transfers to the hospital.

- Increased provider efficiency by streamlining workflow to sort and prioritize incoming consults, creating a visual workflow for consults resulting in end-of-shift documentation completion increasing from 75.8% to 96.3%.
- Doubled consult volume in one year, reducing barriers for nurses by simplifying complex processes such as document scanning and uploading vitals, and reducing redundancy by integrating EMR access to provide relevant information.
- Facilitated strategic meetings to determine product needs, prioritize features and timelines during company merger, as well as adopting additional roles to ensure success, including project management establishing pilots and heading training.

Cvent Inc.

User Experience Researcher | November 2016 - April 2018 | Tyson's Corner, VA

Lead researcher for Hospitality Cloud, collaborating with designers, product managers, and engineers on all product lines.

- Doubled guest-side conversion rate by establishing the first comprehensive product analytics practice to collect and review real-time metrics from various user segments, discovering friction points and obstacles to completion.
- Increased business impact of small team supporting 20 products by establishing processes for requesting research including a detailed intake form to clarify scope and requirements, designing templates and reusable data visualizations for common deliverables, and forcing project prioritization to align with company vision.

Designed and piloted research program to establish baseline and benchmark metrics to evaluate core Cvent products.

- Established target metrics for core tasks based on KPIs and industry standards such as Time on Task, Task Success, Task Confidence, System Usability Score (SUS), and Net Promoter Score (NPS).
- Turned qualitative information into quantitative metrics around performance and satisfaction by coding unmoderated user feedback, gathering and analyzing findings to discover patterns in user behavior and present problems to leadership.

Parature, A Microsoft Company

UX Designer | November 2013 - September 2016 | Reston, VA

Lead designer for two releases of Microsoft Dynamics CRM Portals, a customizable web interface to service the knowledge base, helpdesk, sales, community, and event management features of the product.

- Independently designed user interaction flows for six distinct use cases based on customer behaviors and common tasks discovered through comparative analysis and heuristic reviews of existing web portals, verified by user analytics.
- Reduced implementation effort by identifying core interface components in the design which could leverage existing Twitter Bootstrap libraries. Clearly communicated these designs to developers by translating them into a series of detailed redlines.
- Utilized creative and technical problem solving skills when providing design solutions for accessibility issues as well as CSS fixes for mobile reflow and styling issues uncovered through formal and ad-hoc design reviews.
- Exhibited flexibility and ability to work in teams by seamlessly transitioning from sole designer to a large design team, redesigning the content writing workflow for Knowledge Management integrated into the new combined product.

Harris Corporation

Usability & UX Specialist | February 2011 - October 2013 | Palm Bay, FL

Increased user productivity on internal applications by 45% as demonstrated by findings from quantitative usability studies by designing user interfaces and information hierarchy for new and legacy applications.

Met with project stakeholders to determine UX needs, and communicated ideas in an iterative process via sketches, low-fidelity wireframes, Photoshop mock-ups, and HTML prototypes as well as accompanying tutorials and videos.

Education

Georgia Institute of Technology

Aug 2007 - Dec 2010 | Atlanta, GA

BS Computational Media

Focus on Human Computer Interaction

Skills

UX Skills

Adobe Creative Suite, Sketch, Figma, InVision, Balsamiq Mockups, Design Systems, Pattern Libraries, Morae, Silverback, UserZoom, Optimal Workshop, Mural, Miro, Tree Testing, Card Sort, 5 Second Test, Heatmapping, SWOT analysis

Other Skills

Native Spanish speaker, fluent in French, classically trained violinist, GIA certified Applied Jewelry Professional