

Skills	Product ideation and definition · UX research and usability testing · Interactive prototyping Visual design · Design systems · Branding · Photography · UI animation · Content strategy Adobe Creative Suite · Sketch · Figma · Miro · Notion · light html + css
MBTA	Senior UX/Product Designer · Customer Technology Department BOSTON · 2018-PRESENT I design digital systems for the physical world, serving a million daily trips across Boston's transit network and America's first subway system. Collaborating with cross-functional teams, I implement technology that improves the transit experience for everyday people. <ul style="list-style-type: none">· Performed foundational rider research articulating their priorities during typical and accessible trips.· Cofounded the Digital Signage program, delivering live service updates to public spaces. I defined the vision and adaptive design system for various display technologies and real world contexts.· Promote usability and accessibility of digital signage, and ensure compatibility with physical signage.· Designed a custom content management system and workflows to monitor the digital signage ecosystem, and enable officials to selectively override screens in safety-critical scenarios.· Interview, onboard, and mentor design colleagues, via collaboration, work reviews, and office hours.
Raizlabs	Senior Designer BOSTON · 2014-2017 Defined end-to-end user experiences for consumer mobile apps. Translated client and user goals into wireflows, prototypes, and developer-ready visual designs. Coordinated with teams in an agile environment to deliver innovative software within technical and budgetary constraints. <ul style="list-style-type: none">· Empowered independent travel for bus riders with visual impairments. The BlindWays app closes the GPS gap with crowd-sourced landmarks, earning a Webby Honor for the Perkins School for the Blind.· Reconceived Invaluable auctions for iPhone, easing live bidding on fine art, antiques, and collectibles.· Provided usability research and design strategy to boost Domino's Pizza's mobile ordering experience.
Blink UX	Interaction Designer / Visual Designer SEATTLE · 2011-2014 Applied user-centered principles to websites, software, mobile apps, and custom hardware interfaces. Collaborated with clients and internal teams to merge business requirements, user research, creative problem solving, and visual systems to deliver effective and delightful experiences. <ul style="list-style-type: none">· Designed Amazon Fire TV microsite, GameCircle UI, and look & feel of Surprise! mobile gifting app.· Produced UI workflows for Starbucks Clover X brewer, and design guidance for mobile Drink Builder.· Introduced features for music service Rhapsody including social music discovery, iTunes library syncing, and their first tablet app and smart TV app.
Education	Certificate in User-Centered Design SEATTLE · 2012 University of Washington One year graduate-level program, solidifying my foundation in user-centered methodologies: concept ideation and evaluation, prototyping, usability testing, team collaboration, and visual communication.
	Bachelor of Fine Arts ANN ARBOR, MI · 1997 The Stamps School of Art & Design at the University of Michigan