



EXPERIENCE

Interaction Designer | [R/GA](#), New York, NY.....June 2010-Present

- Interaction Design:** Created competitive reviews, strategy documentation, concept models, ecosystem maps, sitemaps, process flows, sketches, wireframes, and detailed specifications. Worked in both waterfall and agile methods on a variety of web interfaces including desktop, mobile, and tablet. Led Interaction design on a responsive web project.
- User Research:** Drove user research and synthesis on multiple projects: created personas and scenarios, led affinity diagramming sessions, created clickable prototypes for testing, led remote and in-person test sessions, and advocated for changes based on test findings.
- Collaboration:** Worked closely with visual, copy, production and programming team members to create intuitive, delightful user experiences. Loved every minute of it.

Usability Consultant | [Center for Health Communications Research](#), Ann Arbor, MI...2009-2010

Planned and conducted usability tests on web-based behavioral health intervention tools, advised on layout and navigation design for research projects, trained staff on plain language.

Interaction Design Intern | [VMware](#), Palo Alto CA.....Summer 2009

Designed, prototyped and tested an iPhone application that enables IT administrators to manage their virtual machine deployment; won best intern project and a trip to VMworld.

Interactive Web Producer | [EatingWell Media Group](#), Charlotte VT.....2008

Collaborated with web team on eatingwell.com, a national food magazine website. Led website taxonomy redesign, using brainstorming, card sorting and user surveys.

Wiki Project Coordinator | [Vermont Student Assistance \(VSAC\)](#), Winooski, VT.....2006-2008

Helped coordinate major project to rewrite, re-categorize, and move departmental Intranet to an enterprise wiki. Advocated for and represented end users of wiki.

- Taxonomy Design:** Facilitated 8 taxonomy design workshops and 1 card sorting session.
- Usability Testing:** Facilitated usability testing and card-sorting sessions.
- Training:** Trained 50 staff on taxonomy and 'writing for the web.' Trained 80 staff on creating, editing, and viewing content on wiki to ensure successful adoption.
- Information/Project Management:** Oversaw and assisted 15 content managers who reformatted and transferred 4,000 pages; completed project on schedule.

EDUCATION

University of Michigan School of Information | Ann Arbor, MI.....April 2010

Master of Science in Information, Human-Computer Interaction (HCI) Specialization

- Key course concepts:** User experience/interaction design, usability evaluation and testing, user research, information architecture, online collaboration & community
- CHI Student Design Competition finalist -Mibo:** [a mobile application to encourage walking](#)

Champlain College, Certificate of Website Development and Management.....2007

University of Michigan Residential College, Bachelor of Arts in Social Sciences.....2000

PROFESSIONAL GROUPS

NYC Interaction Design Association [Local leader, 2010-present]; **SIGCHI:** Special Interest Group on Computer-Human Interaction, **IAI:** Information Architecture Institute; **UX book club**

UX METHODS

Card sorting
Competitive evaluation
Contextual inquiry
Diagramming
Ethnography
Heuristic evaluation
High-fidelity prototyping
Interviewing
Personas
Prototyping
Scenarios
Sitemapping
Sketching
Specifications
Surveying
Task flows

WEB DEVELOPMENT

HTML
CSS
JavaScript
PHP
Drupal
XML
Google Analytics

INTERESTS

Data visualization
Ecosystem mapping
Healthcare UX
Information architecture
Online communities
Responsive web design
Writing for the web

HOBBIES

Crafting
Hiking
Skiing
Ultimate Frisbee