

## **OBJECTIVE**

To create useful and usable solutions for customers as a user experience practitioner in an organization committed to user-centered design.

## **QUALIFICATIONS**

Experience with requirements gathering, environmental analysis, functional flow diagramming, user analysis, task analysis, observation, grounded theory analysis, persona creation, cognitive walkthrough, heuristic evaluation, wireframe design, rapid and interactive prototyping, design of user evaluation, and summative analysis.

## **PROFESSIONAL EXPERIENCE**

**Bank of America** – Atlanta, GA

### **User Interface Planning and Design**

**2006 to present**

Design interface and interaction behavior of portal solution for online treasury management based on established usability practices, product requirements, and ethnographic research findings to support clients in achieving daily work goals and long-term treasury management objectives. Conduct ethnographic research into client work practices. Contribute to the iterative design of prototypes based on formative usability testing.

**Georgia Leadership Institute for School Improvement/Georgia Institute of Technology** – Atlanta, GA

### **Graduate Research Assistant, Developer of Web-based Support Program**

**2005 to 2006**

Designed, developed, and tested a website to support coaches of K-12 educators for the Georgia Leadership Institute for School Improvement. Work included gathering requirements through literature review, unstructured stakeholder interviews, and document examination; analysis of users, tasks, and goals; creation of paper and HTML prototypes; iterative design guided by formative feedback sessions throughout.

**Georgia Institute of Technology** – Atlanta, GA

### **Graduate Research Assistant, Web Designer**

**2004 to 2005**

Redesigned website for the School of Public Policy. Objectives were to translate the academic issues and career possibilities available with a degree in Public Policy into real terms for prospective students, to convey the research interests of the School's professors, and to visually associate the site with Georgia Tech's main site.

**Bank of America** – Charlotte, NC

### **Web Developer**

**2002 to 2004**

Transformed under-utilized intranet site into primary information repository utilized by a group of 200 with associates spanning seven states. Created applications using ASP.NET and SQL Server to improve workflow and communication between analysts and business partners within the organization. Designed layout, graphics, and overall visual appearance of all applications developed within team. Maintained cohesion while achieving visual distinction across applications.

## **TECHNICAL SKILLS**

HTML, ASP, CSS, Photoshop, iRise, Flash, SQL/SQL Server, and Microsoft Office Suite

## **EDUCATION**

Georgia Institute of Technology – Atlanta, GA 2006

MS Human-Computer Interaction, GPA 4.0/4.0

University of South Carolina, Honors College - Columbia, SC 1999

BS Mathematics, Minor in Business Administration, Magna Cum Laude, GPA 3.9/4.0

## **CERTIFICATIONS**

Six Sigma Green Belt, 2004