



EXPERIENCE

July 2023 - PRESENT

Senior Experience Designer **Verizon**

- Provided direction for user testing, value prop and competitive analysis.
- Organized workshops for service design ecosystem mapping & audits.

March 2022 - December 2022

Senior UX Designer **Lokion**

- Provided design direction for various projects from portal to website design.
- Planned and executed workshops and monthly UX Jams.

October 2019 - March 2022

UX Designer **Rotary International**

- Provided direction in design and strategy, and analyzed user behavior for informed, evidence based design decisions.
- Planned and executed workshops for ux and ui design & audits, conducted testing for user insights.

February 2019 - October 2019

Product Designer **Sertifi**

- Provided direction for ux design, design strategy and rebranding.
- Planned and executed workshops for a core product redesign.
- Collaborated with key stakeholders to develop a usability testing program for user insights.

April 2014 - October 2019

Senior UX Designer **Elkay**

- Led the implementation of product design process.
- Redesigned landing pages to reduce overall bounce rate from 25% to 0.14%
- UX/UI lead for order management portal that 91% of users found extremely user friendly.

April 2013 - November 2013

Front-End Dev & Web Producer **CTSNet.org**

- Managed educational content for cardiothoracic surgeons on CTSNet.org and migrated website to a new CMS.

April 2010 - December 2012

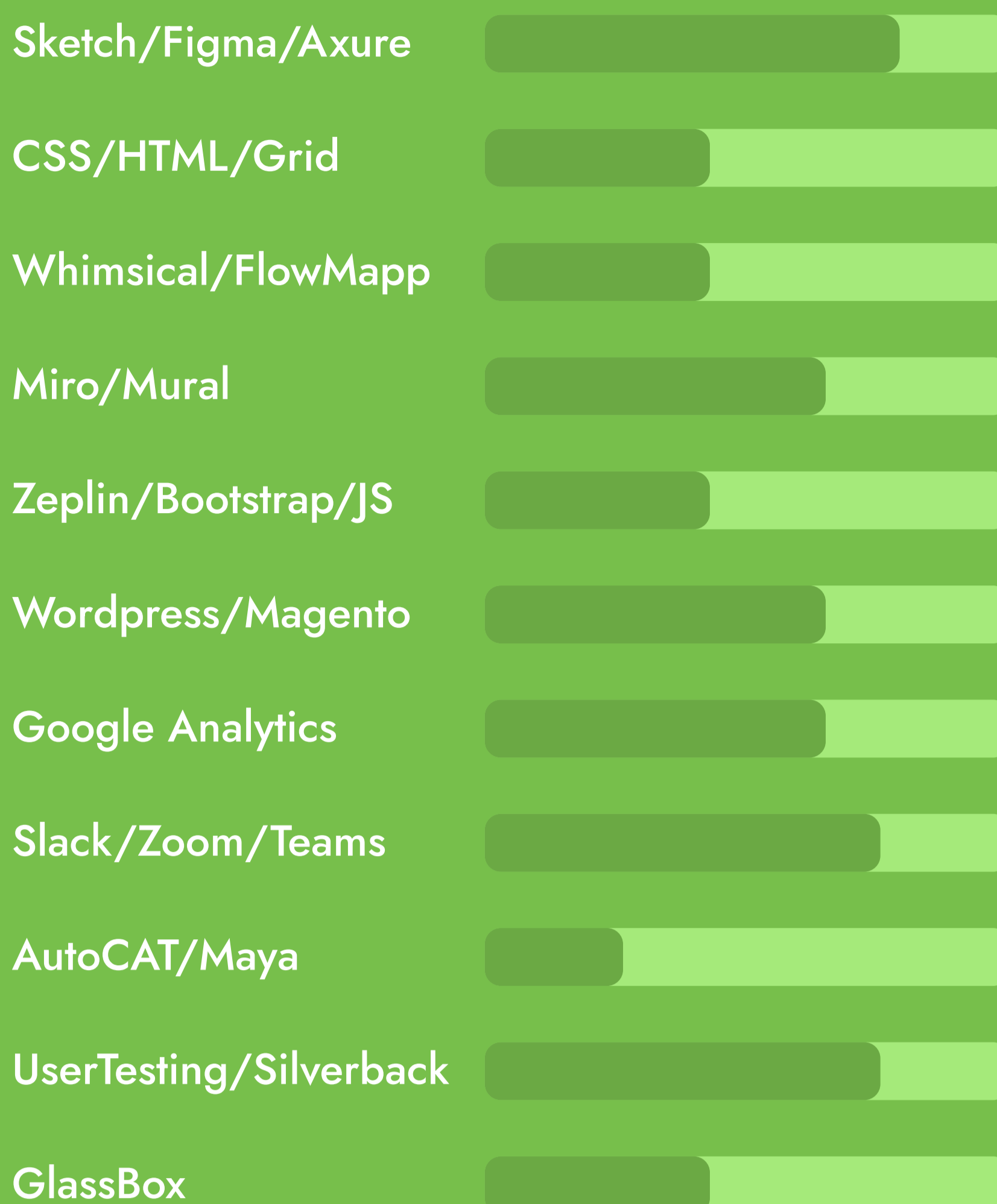
UI Designer **Monster**

- Led the design, development, and QA of forty education oriented web properties, launching one site per week.

HONORS

- Challenge Setter - 2020 Hackathon**
A technical solution to tackle human trafficking and raise awareness.
- Super Mentor Distinction - ADPList**
Voted as top 1% of global mentors in 2023.
- Scholastic Award for Art Excellence**
Installation piece to be displayed at a Charlotte Douglas Airport in 2002.

MOST COMMON TOOLS



I'm MAC and PC Proficient

EDUCATION

M.S. Business IT, HCI Capstone
(Environmental Impact Awareness Cap)
DePaul University (2012 - 2016)

B.A. in Graphic Design, Mass Media Communications Minor
UNC Charlotte (2002 - 2007)

Certifications

- Conducting Usability Testing (IDF)
- UX Management Strategy (IDF)
- User Research Methods (IDF)
- Accessibility Design (IDF)
- Designing for 21st Century (IDF)
- Service Design (IDF)
- Chrome Extensions Dev (Udemy)
- How To Design for AI (IDF)

Languages

- English - Fluent
- Czech - Fluent
- Spanish - Limited Proficiency
- French - Elementary
- German - Elementary
- Slovak - Working Proficiency

SKILLS

- UX/UI Design & Strategy
- Visual Design
- Qualitative & Quantitative Research
- Service Design
- Usability Testing
- Accessibility Testing
- Wireframing
- IA Research
- Quality Assurance
- User Centered Methodologies
- Collaboration and Leadership
- Workshop Planning and Execution

HOBBIES

