

Experience

Company / Position

Responsibilities

OCLC, Inc.

Manager, User Experience Design
Sept 2019 - Present

Empowered innovation and consistency across a team of subject matter experts supporting software products across multiple lines of business for library staff and users. Established best practices and govern experience design, information architecture, and interaction design quality. Advocated for the inclusion of team members in strategic conversations to provide the best user experience for our library customers.

Lead User Experience Designer
May 2017 - Aug 2019

Facilitated strategic conversations between product managers, technology leads, user researchers, and visual designers to determine current and future ideal workflows to address the needs of library users, researchers, and librarians for cloud-based library discovery and fulfillment systems. Oversaw user workflows under the discovery and fulfillment OCLC product offerings. Led the UX team for the first ever OCLC app for library student workers, supporting and empowering student workers to be more efficient and accurate in the stacks.

Senior User Experience Designer
May 2013 - April 2017

Integrated with developers, business analysts, visual designers, and product owners to innovate interaction patterns and annotated wireframes for cloud-based library cataloging systems for librarians, researchers, and patrons. Led content-first sessions for new functionality and to maintain consistency across the app and related products.

WD Partners

User Experience Designer
June 2011 - May 2013

Managed small design teams to meet digital menu board project deadlines under budget. Created sitemaps, user flows, and annotated wireframes to facilitate conversations between client, designer, and developer. Sketched storyboards and digital concepts in retail contexts. Developed a standard document to compile annotated sitemap, wireframes, and creative designs for contractor handoff. **Clients:** Office Depot, Peter Piper Pizza, Vail Resorts, X-ACTO, The Home Depot, Chiquita, Nationwide Insurance, Zoe's Kitchen, Pottery Barn.

Nationwide Insurance

Usability Analyst
June 2010 - May 2011

Moderated usability test sessions and translated findings into infographics, reports, and recommendation tables. Created a training infographic documenting the process for new employees and internal clients. Iterated a set of templates for the usability team for an easy-to-use, consistent look and feel for reports and requirements gathering. Created video highlight reels of usability sessions to support key points for steering committees.

Education

The Ohio State University
Computer Science Engineering
Bachelor of Science, 2008
Minor in English

Indiana University - Bloomington
Human Computer Interaction Design
Masters of Science, 2010

U.S. Citizen

Methodology

Contextual Inquiry, Participatory Design, Human-Centered Design, Strategic Thinking, Systems Thinking, Outward Mindset

Skills

Ou Information Design & Architecture, Group Facilitation, Prototyping, Storytelling, Team Leadership, Collaborative Design, Sketchnoting

Tools

invision, Axure RP, Adobe Illustrator, Adobe InDesign, Adobe Photoshop, Adobe XD