
EDUCATION

2006-2011

Bachelor of Fine Arts, Savannah College of Art and Design, Savannah, GA

- Major: Service Design
- Concentrations: Interaction Design and Industrial Design
- Graduated: Summa Cum Laude

EXPERIENCE

March 2015 - Current

Senior Designer, Member Experience, Collective Health, San Mateo, CA

Sept 2013 - March 2015

Interaction Designer, Cooper, San Francisco, CA

- Built service and customer experience offerings
- Designed user interfaces for clients in a variety of industries, including consumer financial services, HR software, data analytics, and healthcare
- Conducted formative design research in a variety of work and home settings
- Modeled target personas and scenario
- Provided design training through Cooper U and corporate coaching

Oct. 2011 - July 2013

Experience Designer, Moment Design, New York, NY

- Design iPhone, iPad, and web applications for clients in healthcare, banking, private wealth management, and regulated manufacturing
- Conduct field and desk research
- Model and promote service design approaches to improve project outcomes and inform sales
- Co-author proposals and project plans for pitches and client work extensions

April - July 2011

Service Design Intern, Philips Design, Medical Systems Team, Andover, MA

- First service designer on medical systems team, charged with installing and demonstrating service innovation processes
- Created and facilitated service design workshops
- Designed and ran co-design sessions to test new service evidence for Philips Lifeline
- Prototyped new touchpoints and developed release roadmaps for meeting service experience and business goals

June - Aug. 2010

Experience Design Intern, Moment Design, New York, NY

- Crafted strategy and initial concepts for financial media mobile app ecosystem
- Designed a service ecosystem for an outpatient chemotherapy support service to improve patient outcomes

June - Aug. 2009

Interaction Design Intern, EightShapes, LLC, Fairfax, VA

- Created design documentation for Fortune 500 clients
- Designed wireframes for enterprise level web applications
- Conducted research on collaboration tools to support current business practices

June-Aug. 2008

Interaction Design Intern, AptMedia, Inc, Silver Spring, MD

- Created documentation and visual designs of interactive dynamic kiosks and websites
- Aided in the development of firm strategy and rebranding

COMMUNITY INVOLVEMENT

Co-Chair of the IxDA 2014 and 2015 Student Design challenge

Co-Chair of Service Design Network, San Francisco

Lead organizer of 2014 SF Service Jam, Mentor and Speaker at 2013 NYC Service Jam

Event organizer and a founding member of Service Design Network, NYC

NOTABLE ACHIEVEMENTS

IXDA Interaction11 Student Competition, Runner up

SCAD Outstanding Academic Achievement Award in Service Design

Assistive Technology Consultant & Owner of TechLD.net 2002- 2006

Delivered numerous published conference presentations, contributed to grant projects, and serviced a large client base

PUBLICATIONS

Oct 7-8, 2010

Poster Session: Peek: Renewables Made Easy

Design Ethos Conference, Savannah, GA

May 2010

Customer Profile, Touchpoint, Vol. 2 No. 1

Service Design Network

October 10, 2009

Digital Diffusion Dashboard: Concept for the Future of Mobile Monitoring of Innovation Networks

COINS Conference

SKILLS

- Product Strategy
- Business Modeling
- Public speaking
- Design Research
- Community building
- Project management and scoring
- Wireframing and digital prototyping
- Developing large scale design documentation practices
- Screen writing and video production