



DESIGN PHILOSOPHY

Passionate user experience designer creating simple and intuitive user interfaces and websites, by promoting user-centered design methodologies, staying abreast of new UX tools and techniques, and collaborating with other of UX designers, developers, analysts and product stakeholders to meet both user and business goals.

EDUCATION

BS Program: Computer Science (GPA: 4.0) 2011-12
North Carolina State University
Raleigh, NC

BS Biology (GPA: 3.7) 1995-99
Fayetteville State University
Fayetteville, NC

SKILLS

WireFraming	<div><div></div></div>
Visual Design	<div><div></div></div>
Accessibility	<div><div></div></div>
Usability Testing	<div><div></div></div>
Adobe Fireworks(CS6)	<div><div></div></div>
Adobe Photoshop (CS6)	<div><div></div></div>
Axure (7.0)	<div><div></div></div>
HTML (5) / CSS (3)	<div><div></div></div>
JavaScript	<div><div></div></div>

CONTACT



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AFFILIATION

Kappa Alpha Psi Fraternity, Inc

IxDA: Interaction Design Association

Charlotte User Experience Meet-Up Group

WORK EXPERIENCE

Senior UX Designer

TIAA-CREF

2013-Present

Charlotte, NC

- Entrusted as the lead user experience designer for several award winning Financial Services websites, desktop and mobile applications.
- Leading a creative team through the entire user-centered design process including discovery, iterative design, development and deployment following both waterfall and agile methodologies.
- Designing and documenting the interactions of web and mobile interfaces in the form of page/user flow diagrams, site maps, and interactive wireframes created in Axure.
- Working directly with business partners to create strategies, based on findings from quantitative and qualitative data analysis, to improve their application's usability and user engagement.
- Teaming with business partners to define target audiences, user goals/scenarios, and project requirements by participating in brainstorming sessions, competitive analysis, user research, and personas development.
- Collaborating with a team of other designers, editors, usability researchers, accessibility specialist, style guide / brand governance and creative directors to create consistent, and intuitive world class user experiences.

UX Designer (IA)

TIAA-CREF

2012-2013

Charlotte, NC

- Earned an expeditious promotion to Senior UX Designer by championing user-centered design principles throughout the company and advocating for simple and intuitive user interfaces.
- Gathered user data through methods such as analytics reporting, task analysis, and participatory design techniques and utilized that data to drive design decisions.
- Defined information architecture and interaction design for several complex web applications using page/user flow diagrams, site maps, and interactive wireframes created in Axure.
- Conveyed design concepts and deliverables to business partners through in-person and remote presentations as well as through detailed and easily understood documentation.
- Participated in user experience research interactively testing designs using low- and/or high-fidelity prototypes



UNRELATED WORK EXPERIENCE

Student: Computer Science (4.0 GPA)

NCSU

2011-2012

Raleigh, NC

- Courses: Object Oriented Programming concepts-Java; Computer Organization and Assembly Language; Data Structures and Algorithms; Concepts and Facilities of Operating Systems; Statistical Methods; Database Management Systems; Programming C++; Calculus and Analytic Geometry II; Logic for Mathematical Sciences; Intro to Digital Design

Qualified Professional

A-Plus Absolute Care

2009-2011

Henderson, NC

- Provided psycho-educational activities for high risk intervention consumers. Activities included social skills training, behavioral and anger management systems, symptom recognition and management, wellness education, and work readiness training.

IT Recruiter

TEKsystems

2008-2009

Raleigh, NC

- Developed local and national recruiting plans for active and passive candidate recruiting, employing traditional sourcing strategies and resources as well as developing new, creative recruiting ideas.
- Built an understanding of clients' needs, programs, benefits, management structure, and advancement policies in order to effectively describe the value of becoming an employee of the client.

Real Estate Investor / Broker

Century21

2006-2010

Raleigh, NC

- Negotiated with property sellers, buyers, and individual investors to form and synchronize executable contracts for the purchase of real property.
- Lead the development project of a small scale detached single family home neighborhood, where the homes were priced for first time home buyers, but included custom home features. All homes were contracted for sale within 30 days of listing and the entire project earned the investors over \$360k.

Supervisor / Provisioner

WorldCom / Verizon Business

1999-2006

Cary, NC

- Configured and supervised a team of provisioners who configured logical routing of data communication lines (T-1, T-3, OC3, and OC12's) by designing the port routing from the appropriate Verizon Switch to the Central Offices of Local Exchange Carriers.