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**Objective:**

Drive successful UX research and provide project leadership for technology solutions.

**Summary:**

As a seasoned professional with a proven track record with mentoring and collaboration. I have successfully created two UX departments, driving innovative user-centric solutions. I have led large-scale research projects for SaaS and IaaS. My commitment to fostering a collaborative environment has empowered cross-functional teams to achieve outstanding results, while my passion for mentoring has nurtured the next generation of design talent. This blend of leadership, creativity, and teamwork underpins my approach to delivering exceptional user experiences and impactful business outcomes.

**Skills and Experience:**

**User Understanding Methods**

Personas  
User Profiling  
Journey Mapping  
Surveys  
Cognitive Interviews  
Card Sorting  
Focus Groups

**Imaging/Publishing**

Photoshop  
InDesign

**Evaluation Methods**

Prototype Testing  
Usability Testing  
Heuristic Evaluation  
Desirability Testing  
Satisfaction Survey  
System Usability Scale  
Kano Survey  
Wireframing

**Sprint Planning**

Rally  
Jira

**Requirements Gathering**

Task Analysis  
Innovation Games  
Contextual Inquiry  
Feature Mapping  
Design Sprints  
Design Studios

**Prototyping Tools**

Axure  
UXPin  
Balsamiq  
Figma

**Business Apps**

MS Word  
MS Excel  
MS Project  
MS PowerPoint  
MS Teams  
MS Visio

**UX Research Tools**

UserTesting.com  
Mural/Miro  
ContentSquare  
Dovetail

**Work Experience:**

*Research Manager—BSI Group, London, UK: 08/2024-12/2024*

- **Mixed Methods Research**, including personas, customer workshops to identify challenges, wireframe testing, surveys, and interviews.
- **Conducted extensive participant recruitment** for all research activities, ensuring high-quality and relevant insights.
- **Performed deep analysis** of collected data using affinity diagrams, "How Might We" statements, and problem statements to synthesize findings.
- **Evaluated problem statements** using Desirability, Viability, and Feasibility scoring to prioritize solutions.
- **Authored clear and concise findings reports** to effectively communicate research insights and recommendations.
- **Provided mentoring and training** to team members, fostering skill development and collaboration.
- **Designed and facilitated workshops** and testing sessions to align user needs with product improvements.
- **Championed mentoring and training programs**, highlighting a passion for knowledge-sharing and team growth.

*Senior Lead Research CoE—Lumen Technologies, St. Louis, Mo: 08/2019-11/2023*

- **Led Research and Design Efforts:** Directed the research and design of a suite of 8 products for provisioning and managing cloud infrastructure, ensuring alignment with user needs and business goals.
- **Mentorship and Training:** Elevated the team by mentoring junior UX members and product teams on UX methodologies and design principles, fostering a culture of continuous learning and improvement.
- **Journey Mapping Workshops:** Conducted comprehensive journey mapping workshops to analyze current workflows and design improved future-state processes, enhancing user experience and operational efficiency.
- **Facilitated Design Sprints and Studios:** Organized and led design sprints and studios with cross-functional teams, promoting innovative solutions and rapid prototyping to address complex design challenges.

- **Cross-functional Collaboration:** Worked extensively with development teams, stakeholders, and subject matter experts to create and implement new ways of working, adopted organization-wide for improved collaboration and productivity.
- **Persona Development:** Led a large-scale initiative to develop assumptive personas, creating workshops to empower subject matter experts (SMEs) to craft their own personas and utilize them for roadmap development and strategic planning.
- **UX Analysis and Reporting:** Conducted in-depth analysis and debriefing sessions using various UX methodologies, effectively reporting findings to inform design decisions and drive user-centered improvements.

*Product Designer—Monsanto, St. Louis, Mo: 08/2016-04/2019*

- **Led Research and Design Efforts:** Directed the research and design for a suite of 5 products enabling all pricing and marketing activities within the organization, ensuring solutions were aligned with business needs.
- **Mentorship and Training:** Trained and mentored junior team members on various UX methodologies, enhancing team capability and knowledge.
- **Mixed Methods Research:** Applied appropriate mixed methods research techniques to gather necessary data, ensuring a comprehensive understanding of user needs.
- **Facilitated Design Sprints and Studios:** Organized and led design sprints and studios in collaboration with development and business partners, driving innovative solutions and efficient design processes.
- **UI Consistency:** Ensured user interface consistency across the suite of products by utilizing a centralized design language, promoting a cohesive user experience.
- **Cross-functional Collaboration:** Extensively collaborated with teammates, development teams, stakeholders, and subject matter experts to ensure alignment and successful project outcomes.
- **Innovative Visualizations:** Designed and tested innovative visualizations for analytics and KPI measurements, providing valuable insights and enhancing decision-making processes.
- **Task Analysis:** Facilitated detailed task analysis sessions to gather user requirements through deep dive sessions, ensuring thorough understanding and accurate documentation of user needs.

*Senior Usability Engineer—Elsevier Inc., St. Louis, Mo.: 06/2007-05/2016*

- **Usability Testing Facilitation:** Led the facilitation of all usability testing, ensuring comprehensive evaluation of user experiences and interfaces.
- **Mentorship and Evaluation:** Trained, mentored, and evaluated junior team members, fostering their growth and development within the organization.
- **Mixed Methods Data Analysis:** Conducted thorough analysis of data gathered through various mixed methods during the UX lifecycle, including heuristic evaluations, usability testing, card sorting, surveys, contextual inquiries, and task analysis.
- **Methodology Continuity:** Maintained continuity of UX methodology across multiple projects, ensuring consistent and high-quality user experiences.
- **Project Management:** Managed up to 7 projects concurrently, overseeing 2-5 resources per project, ensuring timely delivery and quality outcomes.
- **UX Standards and Guidelines:** Created UX standards and guidelines, including an interaction pattern library, to ensure consistency and best practices across all projects.

*Team Lead Senior Usability Engineer—CitiMortgage Inc., O'Fallon, Mo.: 04/04-04/07*

- **Mentorship and Evaluation:** Trained, mentored, and evaluated all junior team members, fostering their professional growth and enhancing team capabilities.
- **Data Selection and Analysis:** Responsible for the selection and analysis of data from various mixed methods applied during the UX lifecycle, including heuristic evaluations, surveys, task analysis, desirability surveys, journey mapping, card sorting, contextual inquiries, and usability testing.
- **Methodology Continuity:** Maintained continuity of UX methodology across multiple projects, ensuring consistent and high-quality user experiences.
- **Project Management:** Managed up to 10 projects concurrently, overseeing 5-10 resources per project, ensuring timely delivery and quality outcomes.
- **Use Cases and Functional Specifications:** Created detailed use cases and functional specifications to guide development and ensure alignment with user needs and business goals.

**Education:**

St. Louis University, St. Louis, Missouri  
Received BSBA with Concentration in Management Information System

**References Available on Request**