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I am a versatile designer/developer who specializes in User Experience strategies and human computer interaction solutions. I am a strong communicator who is well organized and thrives working as a part of a team. My career has spanned various aspects of design and web app development. During the past 4 years I have been more focused on design thinking, service design, user experience strategy and research.

**Experience**

**Principal Software Engineer/UX Architect**

Wow! WideOpenWest Internet, Cable and Phone

September 2019 - Present

I was brought in to help improve the operations development and qa team’s work flows and processes. One of the biggest challenges I had was identifying areas that the team was struggling with and devising new design thinking approaches to address work flow and prioritization deficiencies.

* Championed User Research based development initiatives
* Led international distributed team of qa and development professionals
* Trained team members on new development processes, technologies and workflows
* Led discussions and efforts to create coding standards and design systems

**User Experience Architect**

ProUnlimited

November 2017 - September 2019

I was embedded on a scrum team as a member of the User Experience group for a major financial services firm’s operations division. Interacted daily with a fast paced, distributed team with members across the globe. My focus was facilitating user experience research which consisted of ghosting sessions, workshops, interviews and conversations with product owners, engineers, developers and operations representatives. Using qualitative and quantitative data from user research, the stories we discovered led to creation of service blueprints, mapping to personas via user journeys or storyboarding, empathy maps, annotated and detailed lo-fi to click-through wireframes and mockup designs.

* Worked with leadership direction in transforming our group from primarily a lean UX shop into a service design focused organization. Played a key role in expanding research efforts before any design or development. This helped reduce waste by focusing design efforts only on interface/process issues that negatively impacted the company’s customers experience or financial bottom line.
* **Was able to identify and design solutions** for issues in processes, interfaces and workflows that **saved the firm tens of thousands of dollars per day**
* Worked with lead engineer to create POC for restful API built with HTML5, CSS and javascript to demonstrate how we could provide users with no access to the primary case management system a kiosk-like read only view of data.
* Designed and developed official Design Guidelines which served as a style guide for developers. This enabled them to quickly find resources for UX team requirements and recommendations for design rule basics, interaction design principles, common components and front end standards.

Used Adobe CC, Axure RP, LucidCharts, HTML5, CSS and Javascript on a regular basis.

**Senior User Experience Designer/User Interface Developer**

Denver Human Services

March 2017 – November 2017

I was brought in on a term limited role as the first User Experience professional on a team of 10 people at the City and County of Denver Human Services - Data & Tech team. The software our team created was primarily for operations staff, but had direct impact on the clients that came to DHS for assistance. I was able to successfully balance strategy, business requirements, research findings and usability tests to create high quality, customer centric and customer validated designs.

* Via user interviews, analysis of data and ghosting sessions with DHS operations team members regarding user experience problems in existing systems - I led the creation of intuitive design solutions that we validated with the same users during design and development phases.
* During planning sessions and scrum meetings I accepted the challenge of being the voice of the user and advocate for design concepts that had been created or planned when stake holders disagreed.
* **I planned and developed a comprehensive and responsive style guide and living prototype** to teach developers and other team members on the new standards for creating user interfaces for web based, rich client, as well as thick client applications.
  + This allowed for the team to plan, design and bring several beautiful new web apps and interfaces to production for DHS colleagues and clients.
* Took the lead in training team members on modern web standards and conventions via workshops on HTML5, CSS, Javascript and Bootstrap.
* I conducted one on one mentoring for front end coding practices, and was an advocate for designing and developing based on real user data and business requirements.
* As a part of the agile development team, I assumed overall User Interface design of Web applications, using modern web standards based on the HTML5 front end technology stack.
* **In my 9 months on the project I helped the team move from WinForm based applications to modern, responsive and accessible web applications in a Microsoft C# development environment.**
* We were successful in improving the user experience across an array of existing legacy desktop and web applications by utilizing rapid prototyping, user interviews and reliance on the living prototype and style guide for common coding practices.

Used Adobe CC, Bootstrap, Invision, Powerpoint, VisualStudio, HTML5, CSS and Javascript on a regular basis.

**Web Developer/UX - UI Strategist**

Colorado Governor's Office of Information Technology

November 2015 – March 2017

**Led efforts to improve the process that was in place for planning, design and development** of applications for DOC - which until that time was all done by developers who worked in silos.

* **I introduced the practice of user interviews to gather qualitative data** to help discover pain points in existing applications. Was able to expose details of complex systems, processes and relationships of people and products. **This data was used along with quantitative data that all was used to create high level design requirements, which included wireframes and prototypes.**
* I was able to plan, design and develop a fully functional prototype for a redesign of a legacy application which was written using a tool called maintain and was powered by a simple MS Sql database.
* Took the application’s unsupportable legacy code, to a fully W3C compliant, responsive, and mobile first focused Single Page Application built in a RESTful API environment.
* As a result of my work, I was able to introduce best practices to streamline code, adhere toW3C standards, and made the applications more user friendly.
* Made use of Bootstrap 4, HTML5, CSS3, Javascript, jQuery 3 and AJAX to show fellow developers and product owners how to properly develop contextual code for a better user experience for both the developers who create applications as well as the Corrections Officers who were our end user
* **Introduced team based development using GIT to utilize strengths of development team members while working in an Agile method.**

**Full Stack Wordpress Developer**   
SRS Acquiom for Aim Consulting

2015 – November 2015

During my 4 months on the project I was responsible for evaluating the existing website, getting user feedback on pain points, then translating the pain points into design solutions. After discussing the proposed solutions with the creative director and VP, I implemented the necessary design and development improvements in Wordpress

* I was able to streamline the user experience by redesigning content to be more easily viewed by end users
* **Improved the site’s performance compared to initial data**

Used: php, javascript, html5 development, Adobe CC

**PHP Developer/UI-UX Strategist Consultant**  
Colorado Office of Information Technology via Gunther Douglas  
2/2015 - June 2015   
Sole team member for re-development of legacy enterprise system for tracking offenders in Correctional facilities.

* Designed beautiful and standards compliant user interface wireframes and mockups and data maps of legacy data
* **As a result of usability research - Identified weakness in legacy software weaknesses and improvements were proposed after interacting with end users, product owners, and fellow developers**
* Planned solution to create a more robust system architecture using PHP5, and HTML5.

**User Interface Developer**   
Principal Financial Group via Deloitte Digital   
4/2014 - 9/2014

User interface development for large restful web application on major enterprise class retirement services web portal. Utilizing JavaScript, jQuery, Backbone.js, Dust.js, Node.js, git, Bootstrap, HTML5 and CSS3.

* Was a major contributor in the front end development and build out of a static prototype.
* Contributed to the transformation of prototype into a fully functional RESTFUL web app for enterprise level retirement services portal.
* **Worked as a member of an Agile team, followed organizational coding standards, including user and unit testing.**
* Git workflow via JIRA. This app was developed with a mobile first methodology

**Integration Specialist/Project Manager**   
SearchSpring

11/2013 - 4/2014

Was a **UI specialist on a SaaS** application startup.   
- Shared thoughts, ideas and best practices with product managers and engineers in a professional manner.

- **Managed up to 80 client projects at any given time.**

* Collaborated with team mates to communicate with vendor partners and customers about issues they faced in their e-commerce systems.
* Created and developed designs to customize the SearchSpring component to match the look and feel of the client of the sites. Used CSS, HTML and Javascript to override the styling so that the search results looked good. Integrated and devised solutions for mobile versions of sites as well. Utilized HTML5, CSS3, Javascript, jQuery, Php.
* Implementations done on Wordpress, BigCommerce, Drupal, among other systems.

**Freelance Web Development/Visual Communications**

Black Jack Productions LLC

4/1996 - Present   
Visual Communications and technology consulting specializing in User Experience strategy, graphic design, illustration, web development and Japanese to English interpretation, translation and localization.

Trained teams on strategy for design, build out and customization of e-commerce/content management systems, including WordPress, Magento, Concrete5 and CraftCMS.

**Education Software Developer/SCRUM Master/Project Manager**

Junior Achievement USA - for SNI Technology   
12/2012 - 11/2013

User interface development, information architecture and HTML5/phonegap based development on an educational mobile application called JA Success Park. As the **Scrum Master, I helped to steer the team towards a path to the successful delivery of JA's first mobile app**. Worked closely with team members in developing user stories, personas and scenarios as well as user testing.

**EDUCATION**

Pikes Peak Community College  
Colorado Springs, CO

Associates of Applied Science: Visual Communications Design