
BACKGROUND

With more than 15 years of experience, I have successfully conducted a wide range of UX activities. I have been both a player and a coach. I have researched and defined business requirements, created data-driven designs from those requirements, and validated the designs in usability testing. I approach every project with attention to detail, a positive outlook, and a commitment to team success.

SKILLS

Agile UX • Business analysis • Collaboration across teams • Component design • Documentation • Interaction design • Leadership • Mentoring • Mobile / Tablet / Desktop • Personas • Presentations • Prototypes - high fidelity • Requirements workshops • Standards • Site maps • Storyboards • Style guides • UI component libraries • Usability testing • Visual design • Wireframes • Workflow design

TOOLS

Adobe XD • Axure RP • Balsamiq • Figma • Illustrator • InDesign • InVision • Jira • MS Excel • MS PowerPoint • MS Visio • MS Word • Photoshop • Slack • Zoom

WORK HISTORY

Vestmark Inc. Senior UX Designer (Staff). October 2018 – February 2021.

- Founded the UX practice: authored templates, defined processes, and established best practices.
- Authored the User Interface Pattern Library.
- Ran usability tests and conducted contextual observations at a client site.
- Created fresh designs for a re-imagined institutional investing platform.
- Adapted micro-designs to fit the legacy platform.

Boston North Partners LLC. (Owner). February 2016 – October 2018.

- User research, persona creation, writing, UX design, workflow design, visual design, and digital strategy for Commerce CX.
- User stories, workflows, personas, wireframes and storyboards for Disruptor Beam, State Street Global Partners, and assorted small businesses.

Collaborative Consulting Inc. Principal Information Architect (Staff). July 2015 – February 2016.

- Established the User Research Practice with the Digital Experience Team.
- Authored personas, user journeys, user stories, and interaction design patterns.
- Created wireframes, mockups, and story boards.
- Designed the usability testing lab.

Sabre Hospitality Solutions. Senior Interaction Designer (Contract). March 2015 – July 2015.

- Designed workflows wrote 24+ Agile user stories.
- Created wireframes and storyboards for a visionary solution for a hotel call center.
- Ran usability tests and conducted contextual observations at client sites.

Randstad Technologies. Senior Information Architect (Contract). February 2014 – January 2015.

TIAA CREF.

- Partnered with product owners and developers to design the “Next Generation” platform for financial advisers.
- Created mockups and wireframes.
- Conducted user research and usability tests.
- Authored user stories, groomed backlogs, led design sprints, managed stand-ups, facilitated end-of-sprint demos, and led retrospectives.

Fidelity Management Research Company.

- Performed business analysis and created wireframes on an Agile team developing a decision support solution for top-tier investment strategists.
- Wrote user stories, participated in backlog grooming, end-of-sprint demos, and team retrospectives.

Parexel International. Principal User Experience Architect (Staff). May 2012 – February 2014.

- Designed an enterprise solution to plan and price multi-national clinical trials; an auditable reg-compliant document management system, and a corporate intranet based on SharePoint.
- Wrote 50+ Agile user stories, managed stand-ups, groomed backlogs, maintained Kanbans and facilitated demos and retrospectives.
- Ran usability tests and conducted contextual observations at client sites.

Liberty Mutual Agency Corporation. Senior User Experience Analyst (Staff). September 2011 – May 2012.

- Designed systems for complex commercial policy quotations, financial analysis of insurance product lines, and registering new agents and agencies.

SunGard Securities Finance. Senior User Experience Analyst (Staff). April 2010 – September 2011.

- Designed systems for complex commercial policy quotations, financial analysis of insurance product lines, and registering new agents and agencies.
- Ran requirements workshops, defined functional requirements, and performed usability tests.

Endeca. Product Design Lead (Staff). October 2008 – December 2009.

- Designs for faceted search & refinement, engineering parts specification, military product design and appliance warranty-claim analysis.
- Ran requirements workshops at client sites.

Optaros. User Experience Architect (Staff). September 2006 – May 2008.

- Co-founded the User Experience Practice
- Created designs for airport signage, a medical products call center, convention event management, developer communities, mobile apps testing, private wealth management, and a professional sports website.
- Ran requirements workshops at client sites.
- Ran usability tests and conducted contextual observations at client sites.

EDUCATION AND PROFESSIONAL AFFILIATIONS

- BS in Business Management (University of Phoenix, 2011)
- Certified Scrum Master (Scrum Alliance, 2010)
- User Experience Design certification (Bentley University, 2006)
- Web Design certification (Boston University, 2000)
- ACM SIG-CHI (Special Interest Group - Computer Human Interaction)
- Usability Professionals Association