

EDUCATION

Ball State University | Muncie, IN

Master of Arts in Emerging Media Design and Development, May 2017 – 3.96 GPA

Coursework focused on Usability and User Experience, Design Thinking, and Transmedia Storytelling

Bachelor of Arts in Telecommunications, 2008

Presented work at the Pop Culture Association National Conference 2017 and the Game Development Expo 2016

SOFTWARE SKILLS

- Adobe Creative Suite
- Axure RP
- Balsamiq
- Bootstrap
- Cinema 4D
- HTML/CSS
- JavaScript + jQuery
- SASS/LESS
- Sketch
- Unity

TECHNICAL SKILLS

- Design Thinking
- Copy Writing + Editing
- User Personas
- User Journeys
- Human Computer Interaction
- User Testing + Research
- Prototyping + Wireframing
- User Experience Testing
- Interface Design

EXPERIENCE

User Experience Lead | Remix the Symphony - January 2016 - May 2017

- Collaborated with the Indianapolis Symphony Orchestra to develop new outreach program to increase ticket sales for the Lilly Classical Series
- Created and tested dozens of prototypes
- Performed user testing with over 100 users
- Wrote and edited copy for various materials, including testing protocols
- Employed design thinking to develop ideas iteratively
- Did front-end web development for project

Graduate Assistant | Ball State Career Center - August 2015 - May 2017

- Performed IT assistance to 25+ Career Center Staff
- Processed and categorized survey data from 3,000+ students

Graphic Design Intern | Ball State University Foundation - Summer 2016

- Designed print and web graphics, including emails, banners, and mailers
- Performed complete User Experience overhaul of the Foundation Engagement iOS App for better organization and usability

Data Entry Specialist | Williams Comfort Air - 2013-2015

- Supervised a team of 7 data entry agents on daily operations
- Digitized and transcribed thousands of records from field technicians
- Ensured efficiency of database entries
- Developed workflows to streamline operations for agents

Graphic Designer | Biomass Engineering and Equipment - 2011-2013

- Designed print ads that appeared in international trade publications
- Designed catalogs for company's equipment
- Shot and edited videos for promotions
- Designed banners, brochures, and fliers for industry conventions