

Skills

- Adobe Creative Suite
 - Agile Methodologies
 - Change Management
 - Cloud Services
 - Ecosystem Mapping
- Enterprise Architecture
 - Figma, Lucid, Mural, Miro
 - Generative AI
- Human Centered Design
 - Information Architecture
 - Journey Mapping
 - Microsoft Office
- Needs Analysis
 - Process Mapping
 - Research Synthesis
 - Service Blueprinting
 - User Research

Certifications & Clearances

- Prosci Change Practitioner for AI
 - ACS-CF Agile Facilitator Certificate
- AWS Cloud Practitioner Certificate

Experience

Steampunk Inc. | Service Designer

USDA Salesforce Application for Grants and Loans

August 2024-Present

- Iteratively collaborate with a multidisciplinary team to identify opportunities for new tools and automation, prototype, test, and implement deliverables.
- Lead client-facing workshops to understand the needs and behaviors of the clients and their customers, mitigate different opinions, and realize a shared vision for success.
- Design and implement end-to-end visuals, such as journey maps, ecosystem maps and service blueprints to identify opportunities for improved processes, efficiency, and automation.
- Leverage generative AI and large language model (LLM) tools to accelerate service discovery, research synthesis, and concept development for complex service ecosystems.

USDA Business Enterprise Operations

August 2022-August 2024

- Conducted user research, interviews, and workshops, to frame pain points and opportunities, define problem statements and ensure designs are feasible and effectively implemented.
- Facilitated discussions and co-creation workshops with stakeholders to identify and implement areas for collaboration, efficiency, and transparency for Cloud adoption, best practices, and maturity across a federal agency.
- Translate strategic business processes and user needs into tangible service concepts to improve uniformity and efficiency across organization branches, and enable the client to provide an improved, enterprise-style customer experience.
- Developed a governance and change management plan to guide the client with long-term ownership, leadership and maintenance of provided design strategies.
- Proposed new deliverables and research to maintain project momentum and growth

Design Intern

June 2022-August 2022

Henrico County Public Schools | Product Designer

January-May 2021

- Led a team of 110 educators to spearhead the school district’s first virtual student art show.
- Designed, prototyped, and delivered an accessible web and mobile interface to be shared with 50,000+ community members.
- Interviewed stakeholders, users, and subject experts to curate a meaningful art experience with relevant content.
- Analyzed site user behavior and product performance data.
- 93% of teachers found the instructions clear and the contribution process organized; 80% were interested in continuing virtual art shows, compared to in-person shows, in upcoming years.

Education

Master of Education (M. Ed), Educational Innovation and Human Centered Design | University of Virginia

Bachelor of Fine Arts (B.F.A.), Art Education | Virginia Commonwealth University