

Professional Experience

UX DESIGNER, ALBI SERVICES LLC, HOUSTON, TX | JANUARY 2021– PRESENT

- Re-designing existing UIs to better adapt Android and IOS devices. Abandonment rate on mobile device decreased by 30%
- Collaborates closely with developers and project managers to research and strategize, from concept to design
- Conducted diary studies and user test for upcoming mobile titles to identify user motivations, pain points, and delightful factors
- Executed competitive research analysis, which revealed new ways to connect users and opportunities to create versatility in create apps
- Created low- fidelity wire frames to quickly communicate user needs to engineering team

LOAN OFFICER , FIRST SAVINGS BANK, HOUSTON, TX | JULY 2019 – FEBURARY 2022

- Manage the workflow through the life cycle of Special Processing life of loan processes
- Maximize team capacity through effective resource planning and ensure team structure is robust through effective training and succession planning
- Provide direction and leadership to the team

Skills

Research: Usability Testing, Contextual Inquiry, Heuristic Analysis, Competitive Analysis, Survey Design, User Interview, Affinity Mapping, Diary Studies

Design: Wireframes, Paper Prototypes, Personas & Scenarios, Style Guide Design, Icon & Logo Design

Tools & Technologies: Figma, Sketch, Axure, Adobe Illustrator & Photoshop, Invision, Abstract, Zeplin, Google Analytics, Qualtrics, SurveyMonkey

Education

Google UX Design Professional Certificate

Bachelor of Science in Nutrition | University of Houston