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Summary

User Experience is my life and a fundamental part of my professional and personal philosophy. I have over 20 years of professional experience with research, design, and usability testing. I believe that design must not be absent of user input and requires validation with actual members of the intended audience if it is meant to be successful.

Beyond my experience as an individual contributor I have spent several years in the roles of technical leader and coach, allowing me to build from-scratch UX programs to address client needs as well as mentoring the careers of colleagues and direct reports.

My goals are to seek opportunities to evolve my leadership and coaching abilities as well as expand my experience and skills as an individual contributor per the requirements of any UX engagement.

Professional Skills

Ethnography and interviews	Interaction design	UX Program Management
Persona and user-profile definition	Wireframe and prototype modeling	Team building and mentoring
User journey definition	Mobile responsive UI design	Coaching and leading
Comparative analysis	Visual design	Agile and waterfall UX
Card sorting	Accessibility design and testing	Teaching and training UX methods
Focus groups	Iterative concept validation	Custom UXR tool development
Contextual inquiry	Local and remote usability testing	Lean UX
Survey design	Baseline testing	HTML 5
Use-case design	End-to-end testing	PHP
Cognitive walkthrough	Storyboarding	Javascript
Heuristic evaluation		Axure
Quantitative analysis		Adobe

Professional Experience

IBM

2014 - Present

UX Director, Managing Consultant, Individual Contributor, Senior User Researcher

Google - 2014 - Present

Senior UX Research Lead

Customer facing products

Internal tools

Google Domains

Onboarding

Snippets

Headcount Manager

Legal Removals

Ariane & Launch

Legal Contracts

EasyOKRs

GBus

AT&T - 2021 - 2022

Senior UX Research Lead

Field & task management tools for fiber deployment technicians

Cisco Systems, Inc

2000 – 2013

Technical Leader, Individual Contributor, User Experience Research & Design

IP Voice technology

Green power management

Network management platforms

Security routing

Cloud service deployment automation

Service provider diagnostics

Intellectual capital

UX lab design

Thoughtware Solutions

1998 – 2000

Intern, Individual Contributor

Retail consumer buying habits of business- and consumer-class printers

Consumer browsing patterns and how they impact buying habits

Retail shelf-layout strategy for varied printer product tiers

Education

May 2000 *Master of Arts* Cognitive Psychology New Mexico State University
Emphasis in applied end-to-end usability design, research, and testing methodologies

December 1996 *Bachelor of* Psychology Louisiana State University
Science
Emphasis in machine and human cognition

References

Available on request