

Mobile: [REDACTED]

Email: [REDACTED]

WORK EXPERIENCE

Coding It Forward, Utah Governor's Office of Planning and Budget: Remote

UX/UI Design Fellow: 06/2022 to 08/2022 - 40 hours per week

[Coding it Forward](#) is a non-profit that creates new opportunities and pathways into public interest technology by matching early career technologists with state and federal government entities for a summer fellowship. The [Utah Governor's Office of Planning and Budget](#) is responsible for driving the best investment and use of Utah's resources and oversees Utah's boards and commissions.

DUTIES AND RESPONSIBILITIES Led the user-centered redesign of the Utah Boards and Commissions online hub to improve citizen participation in government, facilitate digital accessibility, and diversify the compositions of Utah's 50+ boards and commissions. Improved overall user satisfaction with the website and application process by 98% for internal and external stakeholders.

USER RESEARCH

- Mapped the step-by-step process of becoming a board member to identify people and processes involved at each touchpoint
- Discovered user needs and pain points by conducting 20+ interviews, surveys and usability tests over Zoom with boards and commissions staff members and recent applicants
- Recorded and organized research data and notes using Google Sheets
- Visualized and synthesized research data into actionable insights by creating affinity diagrams and user stories using Domo

DESIGN - UX/UI

- Created interactive low-fidelity prototype of website and application process using Figma and used prototype to conduct 10+ pilot tests to gather feedback on redesign
- Iterated on low-fidelity prototype in response to user feedback to further improve flows and visual interface design, resulting in a finalized, high-fidelity Figma prototype
- Defined all assets for redesigned website, including accessible color palette, font styles, and other components using Figma

COLLABORATION ON CROSS-FUNCTIONAL TEAMS

- Synced daily with a team of two other fellows (user researcher and product manager) to push redesign forward using Agile framework and Google Sheets, Docs and Calendar
- Met multiple times per week with Director of Boards and Commissions and dedicated Salesforce developer to discuss timeline, feasibility and technical constraints of redesign
- Presented findings from user research and demonstrated high-fidelity prototype to key internal and external stakeholders at culmination of fellowship

SELECTED WORK

- Final presentation slides are available for viewing on [GitHub](#)

Stanford University, Legal Design Lab: Remote

Legal Design Fellow: 06/2021 to 08/2021 - 40 hours per week; 09/2021 to 05/2022 - 5 hours per week

The [Legal Design Lab](#) at Stanford University builds and studies new technologies, services, and policies that empower people who are dealing with legal problems. The four main areas of focus include: justice system innovation (with a focus on the eviction crisis); building a better legal internet; smart legal communication; and virtual legal systems.

DUTIES AND RESPONSIBILITIES Applied principles of human-centered design to a wide variety of Legal Design Lab projects. Collaborated with partner organizations to co-create requested digital assets and provide structured opportunities for organizations to learn about design.

USER RESEARCH

- LegalFAQ.org: Conducted user interviews and moderated usability tests on Zoom to understand how users navigate to emergency rental assistance program (ERAP) resources on the website, using Google Sheets to record and organize data and notes

FACILITATION

- Housing Navigator Program: Facilitated design basics workshop and sprint on Zoom for South Carolina NAACP branch to co-create landing page and social media templates for Housing Navigator Program launch, using Miro as a rapid visualization and collaboration tool

DESIGN - UX/UI, OUTREACH MATERIALS, EDUCATIONAL RESOURCES

- LegalFAQ.org: Designed a series of emergency banners and breadcrumb trail to more efficiently direct users to ERAP resources, using Sketch
- Blueprints of Justice: Advised legal professionals about the importance of design and how hybrid courthouses can improve access to justice by designing a three-part informational website and how-to-redesign guide, using Figma
- Emergency Field Guides: Empowered legal aid organizations by researching, writing and designing a series of "field guides" to outline best practices for rapid redesign of outreach strategies and materials during emergency situations, using Adobe Illustrator

SELECTED WORK

- [LegalFAQ.org emergency banner design](#)
- [SC NAACP Housing Navigator Program landing page](#)
- [Blueprints of Justice website prototype](#)
- [Emergency Design Field Guides](#)

Harvard Graduate School of Design, Office of Admissions: Cambridge, MA

Graduate Assistant: 09/2019 to present - 5 to 10 hours per week; 01/2020, 01/2021, 01/2022 - 40 hours per week

The Office of Admissions manages application and admissions review processes for the Harvard Graduate School of Design and oversees outreach to prospective students.

DUTIES AND RESPONSIBILITIES Acted as the first point of contact for prospective students with questions about GSD programs and the application process. Supported customer experience improvement and data management. Nominated for Student Employee of the Year.

CUSTOMER EXPERIENCE

- Answered prospective students' questions by phone and email
- Suggested and implemented changes to the admissions website content and design to improve clarity for users and reduce number of emails the Office of Admissions receives
- Led weekly in-person tours of Graduate School of Design buildings and facilities

DATA MANAGEMENT

- Consolidated and cleaned student record data in Slate database
- Reviewed applications in Slate database and followed up on incomplete applications by email

EDUCATION

Harvard Graduate School of Design: Cambridge, MA

Master in Architecture I: 09/2019 to 05/2023

Harvard College: Cambridge, MA

Bachelor of Arts in Human Evolutionary Biology: 09/2013 to 12/2017

Minors: Comparative Study of Religion, Spanish Language

Relevant courses: Psychological Science, Intro to Statistics for Behavioral Sciences

CERTIFICATES

Coursera: Online

Google Certificate in UX Design: 06/2021 to 08/2021

Completed a seven-part self-paced course on the fundamentals of UX/UI design and research.

LEADERSHIP AND VOLUNTEERING

Harvard Graduate School of Design, Mentor Collective: Cambridge, MA

Mentor: 09/2022 to present - 1 to 2 hours per week

Served as mentor to three first-year students at the Harvard Graduate School of Design to offer academic, professional and personal support through monthly one-on-one meetings.

Harvard Graduate School of Design, Womxn in Design: Cambridge, MA

Website/Graphics Team: 09/2020 to 05/2022 - 1 to 2 hours per week

Redesigned [Womxn in Design website](#) using Squarespace. Designed outreach materials for events.