

Profile

An imaginative team coach and problem solver with a reputation for innovation geared towards streamlining and improving process. Help teams to navigate the Agile landscape, through empowerment. Adept in requirements gathering, conceptual and functional design, use case development, root cause analysis, heuristic reviews, information architecture, and usability testing. Committed to finding ways to continuously improve program and team performance, for a better product.

Industry Tools

Adobe Captivate	HTML, CSS, JavaScript	
Adobe Illustrator	JIRA	Mindjet (Mind mapping tool)
Adobe PhotoShop	Microsoft Dynamics xRM	Morae (Usability Testing)
Adobe Fireworks	Microsoft Excel	Omnigraffle
Atlassian Confluence Team Collaboration	Microsoft Project	Rally
Axure RP and AxShare	Microsoft Sharepoint	TechSmith Snaght
Basalmiq (Lo-Fidelity Wireframing)	Microsoft Visio	Microsoft Office Suite
Eth.nio (UX Research recruiting)	Microsoft Visual Studio Team Foundation	

Professional Experience

Cisco Systems, Inc.

February 2015 to Present

ScrumMaster II, Cloud Engineering

Scrum facilitation for Standups, Look-ahead, Planning, Demos, and Retrospectives. Process conscious centered around each Scrum’s context. Metrics and other adhoc reporting for leadership team: Sprint progress, and Scrum Health. JIRA administration. Partnering with Product Owners and Technical Leads keep workload balanced and to create Sprint Goals in alignment with the product vision. Dependency coordination. Consistent coaching to the leadership team on “doing the right thing.” Scrum coaching as circumstances arise, to help team navigate change with minimal impact. Coaching team craftsmanship and thoroughness. Schedule and socialize cross-team knowledge sharing sessions.

Project-based Consulting - Information Architect and User Experience Design

Cisco Systems, Inc. for KFORCE

January 2014 to February 2015

Design vision and direction across mobile, desktop, web and dedicated endpoints. Elicit design specifications for engineering team. Persona development. Storyboarding, workflows, and wireframing. ScrumMaster for Standup and Planning.

BrightLeaf Group

July 2011 to December 2013

Project scoping, estimating, and forecasting. Rapid prototyping for quick-turnaround projects. Business rules definition, functional requirements definition. Heuristic evaluations. User acceptance and usability testing. Project management support.

ProAce

February 2013 to March 2013

Project scoping, estimating, forecasting, and business requirements definition. Prototyping for an engaging interactive user experience design for mobile. Collaboration with stakeholders. Usability and concept testing.

Farm Credit for Technology Navigators

March 2013 to May 2013

Business analysis and user experience design for sales and prospecting using Microsoft Dynamics xRM applications. User stories development. Proposal development documenting compelling user research for defining User Experience adoption strategy. Analyzed user-research to accurately convey findings.

SolarWinds

December 2010 and July 2011

Competitive analysis for News Microsite and new home page projects. Wireframing strategy based on quick, but effective and intelligent delivery of page specifications. Sketched concepts to illustrate stronger foundation for staying on message. Provided direction that saved in development costs.

Austin Energy for Dynamic Computing Services

June 2011 to August 2011

Designed test cases for functional and usability testing. Screened for eligible candidates and coordinated test session scheduling. Facilitated and moderated remote and in-person sessions using progressive techniques to help shift application design into compliance with consumer needs. Documented Findings to provide direction for adapting to all cognitive styles.

Builder's Homesite (BHI) for Technology Navigators

January 2011 to May 2011

Innovative interaction design to address end-users' usability and navigation issues. Functional Specifications, usability testing, heuristic evaluations. Created realistic storyboards to illustrate cognitive walk-throughs. User stories definition and prioritization.

speakTECH for Technology Navigators

August 2010 to November 2010

Contextual interviews for large-scale business enterprises to accommodate social commerce landscape for Fortune 100 clients. Workflows, data flows, wireframes to illustrate expected form and behavior. Usability and functional testing of pre-deployed software implementations.

SolarWinds

August 2011 to January 2013

User Experience Designer/ Information Architect

Re-architect user experiences for SolarWinds.com and Dameware.com websites to craft a more captivating design and messaging. Simplified workflow and interaction design. Created Solution Finder taxonomy, and shared content catalog. Functional and interaction specifications, coordination of all design decisions with stakeholders. Documented Usability Testing results to leverage design refinement to better suit the target users. Wireframes, site maps, workflow diagrams, and navigation flows. Sharepoint user administration and set up.

McLane Advanced Technologies

January 2009 to August 2010

Senior User Experience Designer, Team Lead (converted from contract-to-hire after 5 months)

Provided spot-on estimates and forecasts for User Experience projects. User research, usability testing, contextual interviews with stakeholders and end-users. Supported sales and marketing of projects to bring work to the User Experience practice. Oversaw user experience design team, goals management, training plans, performance plans.

Idea Integration

August 2007 to January 2009

Senior User Experience Designer, Team Lead (Austin)

Designed strategic and intuitive, user-centered interfaces. Estimating and forecasting. Synthesized ideas into tangible design specifications. Training and mentoring on Human Factors design principles.

Visa U.S.A.

Team Lead / Content Manager / Usability Specialist

January 1998 to March 2007

Chaired Visa's User Interface Center of Excellence as council member. Established usability evaluations as a critical stage of development. Evaluated user interfaces for user control and freedom, consistency and standards, error prevention, error recovery, minimalist design. Produced project estimates, forecasts, document plans, and project schedules, for a team of 9 writers.

Technical Writer

September 1994 to January 1998

Conducted user and task analysis as basis for creating user-centered documentation. Simplified access to more than 150 management tools that eliminated up to 40 resource-hours per project that had previously been spent to recreate or locate these tools. Created overview guide for 50+ services that shaped the company's interpretation of accurate service offerings.

Technical and Operations Support / Systems Librarian

September 1990 to September 1994

Administered and maintained development, testing and staging libraries on MVS to ensure all software upgrades were compiled successfully and retrofitted with existing code.

(Contract) Disabled Programmers, Inc. for the United States Government

May 1990 to September 1990

Technical Writer

Composed engineering change proposals, version description documents, release memos, addendum and erratum documents for the United States government.

First Nationwide Bank

Operations Analyst / Change and Problem Management Coordinator

January 1988 to May 1990

Reported product use issues and product improvement recommendations to development staff for resolution. Tracked usability issues; controlled and reported production problems through their resolution.

Bank of America

January 1982 to January 1988

Operations Analyst

Assisted with challenges and improved user experience for VERSATEL, Home Banking, ARCOmatic and PLUS System customers, which included data manipulation and prioritizing of ATM outage tracking data.

Education and Certifications

Agile Velocity

- 2014 - Certified ScrumMaster (CSM)
- 2017 – Certified Scrum Practitioner – CANDIDATE (CSP)

Human Factors International, Inc.

- 2006 - Certified Usability Analyst (C.U.A.) Credential Program
- 1998 - Coursework: User-centered analysis and conceptual design; Practical usability testing

Additional Higher-Education Coursework:

University of Texas at Austin

June 2005 and December 2006

- Web Content Accessibility Guidelines
- Usability, information architecture, and digital design

Bachelor of Arts: Notre Dame de Namur University, Belmont, California

May 2002

- Liberal Studies, with emphasis in Psychology; Majors: English, Psychology

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- Member of Delta Epsilon Sigma National Scholastic Honor Society, Delta Zeta chapter

Additional User-Centered Design Studies

- **Ongoing** - Self-motivated training in the following: Axure, Illustrator, Omnigraffle, Basalmiq, Keynote.
- **2010** - Cooper Interaction Design Practicum
- **2009** - Cooper Communicating Design course
- **2009 and 2010** - Big Design Conferences
- **2003** - User Interface Center of Excellence Leadership Program (Visa/Inovant internal training)
- **2002** - How to gather data for various personas and the best ways to present them
- **2001** - User Interface Engineering West Conference
- **2001** - Object-Oriented Methods

Professional Associations and Memberships

Scrum Alliance

Member Since 2014

Usability Professionals Association (UPA)

Member Since 2000

- **2012** - UXPA Web Site Architecture Committee
- **2009 to 2011** - Board Member – Former Secretary Austin Chapter
- **2007** - Conference Committee

Society for Technical Communicators

Member Since 1995

- Special Interest Groups (STC): Accessibility; Usability and User Experience