

Senior UX Designer

LogMeIn — Boston, MA

October 2016–October 2017

- Gathered feedback on new features and website updates from users via UserTesting.com
- Worked with designers and product owners to ensure consistency across products and brands
- Redesigned homepage for Grasshopper product to drive more traffic to purchase flow
- Iteratively redesigned Grasshopper purchase flow to increase conversion rate and increase average order value
- Performed competitor analysis for GoToMeeting product site

UX Manager

athenaHealth — Watertown, MA

March 2016–October 2016

- Managed all UX projects for three Scrum teams simultaneously
- Facilitated UX research and feedback-gathering sessions with users via phone
- Wrote UX surveys, gathered responses, and synthesized results
- Collaborated with Scrum team developers to solve UX problems and create visual designs for our solutions
- Standardized UI patterns across all Scrum teams on the athenaClincials product

Senior Interaction Designer

Citrix/Grasshopper — Needham, MA

January 2011–March 2016

- Worked directly with stakeholders to turn business requirements and 'gut feeling' into actionable design direction
- Responsible as sole designer for all print and digital advertising and brand style guidelines
- Helped facilitate online usability testing sessions and listened in on customer support calls for usability research
- Collaborated with developers to ensure smooth implementation of design solutions
- Redesigned Grasshopper website and purchase flow resulting in a 40% increase in conversion
- Designed and developed a responsive blog to provide users of all devices an enjoyable reading experience

SELF-SUMMARY

UX / UI Designer with 7 years of experience creating digital products and interfaces that delight users.

Loves kart racing, Boston Bruins hockey and has a penchant for good design in all aspects of life.

EDUCATION

2010 Graphic Design Certificate

Boston University CDIA
Waltham, MA

2009 Bachelor of Arts, History

Graduated Cum Laude
University of New Hampshire
Durham, NH

SOFTWARE & CODE PROFICIENCY

Experienced with Sketch, InVision, Creative Suite, Balsamiq, HTML, CSS/SASS.

Conversant with Javascript, jQuery, PHP, Git, Wordpress, Perch.

CONTACT INFORMATION

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