

## USER EXPERIENCE & PROJECT LEADERSHIP PROFILE

*Passionate interaction designer with experience in high volume projects. Seeking a position in the San Francisco Bay or Silicon Valley areas (willing to pay for moving costs if necessary). Interested in applying my design, leadership, communication, and technical writing skills to a full time position in a high achieving business environment with a preferred focus in user experience, interaction design, and project leadership.*

### Core Knowledge and Skill Areas:

- ◆ Designing user experiences
- ◆ Leading a team
- ◆ Wireframes/Storyboards/Scenarios/User Flows
- ◆ Problem Solving
- ◆ HTML/CSS/Javascript Knowledge
- ◆ Technical Writing

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### RELEVANT EXPERIENCE

<b>RED HAT, Raleigh, NC</b>	<b>May 2009 - Present</b>
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#### RED HAT UNIVERSITY SALES COLLEGE

##### *Selected Accomplishments:*

- ◆ Redesigned multiple internal program portals for an improved User Experience
- ◆ Created and improved existing internal Salesforce.com labs for sales training program
- ◆ Managed financial documentation including internal fees, instructor costs, and invoices related to sales training
- ◆ Coordinated materials, locations, confirmation, and set-up for all sales training events and award ceremonies

UNCC, Charlotte, NC

**January 2009 – May 2009**

#### TECHNICAL WRITING INTERN

##### *Selected Accomplishments:*

- ◆ Updated procedural documents for an upgraded IT system on campus
- ◆ Created new templates for all IT department documentation for a better look and feel

RED HAT, Raleigh, NC

**May 2008 - August 2008**

#### ONLINE USER EXPERIENCE INTERN

##### *Selected Accomplishments:*

- ◆ Created a competitive analysis based on the User Experience observed on competitor's web sites
- ◆ Redesigned Red Hat's external Consulting site
- ◆ Served as the liaison between the User Experience and Consulting teams
- ◆ Implemented a service catalog for Red Hat's Online User Experience team
- ◆ Led the editing team and participated in the Red Hat Summer 2008 Intern video

<b>RELEVANT SKILLS</b>	Systems	Microsoft Windows XP, Mac OS X, Red Hat Enterprise Linux
	Applications	Advanced skills in Microsoft Office (Word, PowerPoint, Excel), Omnigraffle (used for wireframing and storyboards), Adobe Creative Suite
	Other	Omniture (analytics), HTML, CSS, JavaScript, Graphic Design basics, Internet Research, Wikis

### EDUCATION

#### THE UNIVERSITY OF NORTH CAROLINA at CHARLOTTE

- ◆ GPA 3.425/4.0 | GPA 3.667/4.0 (major only) – graduated with Cum Laude honors
- ◆ BA in Software and Information Systems, Minor in Technical and Professional Writing, graduated May 2009
- ◆ Participated in PhD student's focus group for a Facebook application
- ◆ Team leader for the development and publication of an informational booklet for the University Career Center
- ◆ Designed Senior Project (for credit) based on User Experience (UX) – created a paper prototype to demonstrate usability for “dancing with technology” choreography software
- ◆ Led a semester long team project in HCI class

### COMMUNITY SERVICE

#### ACADEMY OF INFORMATION TECHNOLOGY (AOIT) PROGRAM VOLUNTEER

#### SAS INSTITUTE VOLUNTEER

- ◆ Assisted Apex High School AOIT faculty in judging student projects as an alumni
- ◆ Tested software prototypes for usability

*References Available Upon Request*