

SUMMARY

With an analytical mind, artistic eye, and empathetic heart, I'm a team player who champions for great user experiences.

WORK EXPERIENCE

UX/UI Designer | Nordea | www.nordea.com

Apr 2022 - Present

Nordea is the largest bank in the Nordics with over 60 designers across Denmark, Sweden, Finland, and Poland. At Nordea, I am one of nine designers on a multidisciplinary design team designing for the home loans area of the bank. My responsibilities include: participation in quarterly PI planning events according to the SAFe framework; developing UI mockups and prototypes using Nordea's design system; and working with user researchers to plan, execute, analyze, and deliver insights for research projects in the form of user interviews and tests.

Product Designer | tamigo | www.tamigo.com

Sep 2020 - Mar 2022

tamigo is a cloud-based solution that combines scheduling, absence management, performance, employee communication, HR, finance and forecasting, and more. At tamigo, I lead design on one of two cross-functional teams consisting of a product manager, software developers, and QA. My responsibilities included: developing UI mockups and prototypes for specifications illustrating how features work; building and maintaining a design system; and ensuring the UX design dimension of tasks through the entire development process for all platforms.

User Experience Solution Testing in R&D | BLUETOWN | www.bluetown.com

Jan 2019 - Aug 2020

BLUETOWN provides low-cost, sustainable Wi-Fi solutions to connect people in rural areas and emerging markets. While at BLUETOWN, I worked with colleagues across electrical, networking, and software engineering disciplines as well as business to ensure a good and cohesive user experience of BLUETOWN products. My responsibilities included: outlining requirements & acceptance criteria for our content, billing, and payment solutions; documenting user flows; conducting exploratory testing; logging UX issues and tracking fixes.

Product Designer | Hypefactors | www.hype.news | www.hypefactors.com

Aug 2018 - Dec 2018

Hypefactors is a cloud-based platform to plan, create, share, store, track, and improve content marketing, PR, and social media activities across markets. My responsibilities included: conducting user interviews and user testing; documenting user flows; improving the onboarding flow of Hype.News; and UI design of Hypefactors subscription previews. As the only product designer, I worked closely with the CEO, CTO, and head of marketing in order to align business and design goals with tech strategy.

Product Designer | Retalent | www.retalent.io

Dec 2017 - Jul 2018

Retalent is a cloud-based hiring tool that combines research in psychometrics, psychology, and behavioral neuroscience with machine learning to help companies hire better and retain existing talent. As Retalent's first product designer, I worked closely with the company's CEO to ensure an optimal user experience across the application. My responsibilities included: UI redesign of dashboards and job simulation assessments; responsive redesign of the homepage; maintaining the branding and style guide; and print design for the startup's white paper.

Product Designer | Trusted Health | www.trustedhealth.com

Sep 2017 - Dec 2017

Trusted Health is a cloud-based job platform for nurses. The platform connects job seekers to a marketplace of healthcare employers as well as helpful tools to assist nurses throughout their career journey. As an early designer, I was a member of a 5-person team that helped launch the application. My responsibilities included: competitive & comparative analysis; conducting surveys and user interviews; developing user personas; designing the onboarding flow; maintaining the branding and style guide; and developing visual assets for social media.

ADDITIONAL WORK EXPERIENCE

Freelance Designer

May 2016 - Present

Selected Client Case Studies:

Lead Designer | Coalition on Homelessness | Case Study: <http://crystal2cross.github.io/coh.html>

Coalition on Homelessness (COH) is a 30-year-old non-profit aimed at finding and addressing the root causes of homelessness and poverty in San Francisco. As a hired consultant, I designed and implemented a responsive website for their organization. The project focus was on information architecture, branding/visual design, and responsive design.

Lead Designer | Street Sheet | Case Study: <http://crystal2cross.github.io/streetsheet.html>

Street Sheet is a biweekly newspaper that reaches 16,000 readers through 230 homeless or low-income vendors, who are not made to pay for the newspapers that they receive, and who keep all money they earn through Street Sheet distribution. As a hired consultant, I designed and implemented a responsive website that is an extension of their print newspaper. The website archives all articles with additional web-only content, and it is optimized for reading on all screen sizes.

Web Developer | AppDirect | www.appdirect.com

Apr 2015 - Feb 2016

AppDirect is a cloud service platform provider enabling people to create, find, buy and manage software in the cloud. As a member of multiple engineering teams, I helped to: develop AppDirect's OAuth management panel; design and implement a themed partner marketplace for Hawaiian Telecom; and troubleshoot issues and bugs for a catalog of high-profile partners. Technologies used: HTML, CSS (Sass), JavaScript, and Backbone.Marionette.

Web Developer | Sungevity | www.sungevity.com

Jun 2014 - Apr 2015

Sungevity is a solar power provider helping the world run on the sun. As a member of multiple engineering teams, I helped to develop their customer portal and Instant IQuote (IIQ) iPad web application, a sales tool used by field members in Lowes hardware stores and marketing events. Technologies used: HTML, CSS (Sass), JavaScript, JQuery Mobile, and AngularJS.

Web Developer Internship | Moovweb | www.moovweb.com

Mar 2014 - Jun 2014

Moovweb is a company offering technical implementation solutions that allow businesses to transform their desktop-only websites to mobile and tablet experiences. As a member of a 3-person developer team, I helped to transform Forever21's desktop-only website into a responsive online retail experience utilizing HTML, CSS (Sass), JavaScript, and various JavaScript libraries including jQuery, Tritium, and Uranium.

SKILLS

UX: Information Architecture, User Research, Personas, Prototyping, Wireframes, Usability Testing

Tools: Figma, UXPin, Sketch, InVision, Paper Prototyping, Maze, Lyssna

Technical: HTML, CSS, JavaScript, Git

PROFESSIONAL TRAINING

General Assembly, User Experience Design Immersive

May 2016 Cohort

EDUCATION

Bachelor's Degree in Computer Science at University of California, San Diego (UCSD)

Class of 2013