

EXPERIENCE

Associate Product Owner

Contracted from Brooksource to JD Finish line– Indianapolis, IN

April 2025- Oct 2025

Worked as a product owner to make and improve internal software systems at a global retail brand

- Created and communicated a 60+ of tickets in Jira to address stores, inventory and mobile applications needs.
- Presented in multiple refinement and planning meetings on a weekly and quarterly basis.
- Involved in full life cycle of development adding inventory summary software. From the initial stakeholder meetings to the post-launch review.
- Engaged in monthly meetings with organizational leaders to gain insights into leadership strategies and professional growth.
- Used Figma to visually show the need and functionality of software enhancements.
- Practiced Scrum and Agile principles through daily team collaboration to enhance workflow efficiency and project delivery.
- 40+ hours of professional courses on Pluralsight and Udemy including active listening to accelerate my professional growth.
- Presented value added to each department in IT to organization leaders on a bi-monthly basis.

UX EVALUATOR

Appen– Fishers, IN

Sep 2023 - Feb 2025

Worked with team members to improve Artificial intelligence applications.

- conversational analysis on over 200+ prompt responses to guarantee customer satisfaction.
- Executed stakeholder meetings to understand user needs.
- Troubleshooted software with colleagues to enhance and improve A.I. capabilities.

UX RESEARCH INTERN

The Good – Portland, OR

Sep 2022 - Dec 2022

Conducted multiple research analysis projects in a company-based setting.

- Researched Observational analysis for a monthly presentation to educate internal colleagues on the usefulness of the method.
- Conducted heuristic and competitive analysis on 3rd party websites to identify flaws and improvements.
- Analyzed session recordings of multiple websites to identify issues negatively impacting conversion rates.
- Analyzed multiple heat map types to identify patterns of failure and successes to increase customer revenue.

SKILL SUMMARY

- **Design:** Sketching, Storyboarding, User Flows, Wireframing, Hi-Fi Prototyping, Interaction Design, UI Design
- **Data Visualization:** User Interviews, Observational analysis, Heat Mapping, Competitive Analysis, Personas, Heuristic Analysis, Empathy Mapping, Usability & A/B Testing, Session Recording, Case Study
- **Programming /Tools:** Voiceflow,SQL, javascript, css, D3, Figma, Sketch, Affinity Diagram, Hotjar, Notion
- **Strategy & PC Skills:** SWOT Analysis, Advanced Ms. Excel and other MS Office Applications, Jira, Scrum, Agile

EDUCATION & TRAINING

IBM Enterprise Design Thinking Practitioner

July 2024

INDIANA UNIVERSITY, SCHOOL OF INFORMATICS AND COMPUTING

- Bachelor of Science Informatics
- Masters of Human-Computer Interaction

May 2023

Collaborative Institutional Training Initiative (CITI) Program

- Responsible Conduct of Research (RCR)
- Physical Science & Social Behavioral Responsible Conduct of Research

Dec 2020

