

Experience

ExpatBuddy

Apr 2018 – Present Day

CEO and Co-Founder

- Responsible for recruiting and leading the team to deliver the initial version of the app
- Crafted the long and short-term vision for the company, including the target customer base, the business strategy, and the product launch
- Managing the legal make-up of the company, as well as its finances and operations
- Securing funding to grow the business and improve positioning and marketing capabilities

SecurityScorecard

Apr 2018 – Present Day

Senior User Experience Designer

- Responsible for design in the Analytics team
- Improving design processes in the Product organization
- Focusing on evangelizing design throughout the organization
- Engaged in Interaction Design, Visual Design, Information Architecture, User Research, and Prototyping

Freelance / Consulting

Nov 2012 – Present Day

Senior User Experience Designer

- Freelance UX Designer: Amazon.com, SurveyMonkey, Philip Morris, BillFloat, Lynx, Smash Analytics, AgilityFeat, Hangar, BTT
- UX Consultant: iShack, Yalo, TeamRankings, Global Hosts, Global Gaming
- Lead designers for client projects when needed
- Consistently delivered work of the highest quality, even under short timelines and budgets

Amazon.com

Feb 2017 – Feb 2018

Senior User Experience Designer

- Lead design for a new AWS initiative, and for Mechanical Turk
- Responsible for ideating and crafting the design of a new AWS product from scratch
- Responsible for reinventing and modernizing the MTurk experience
- Tasked with all facets of design, including Interaction Design, Visual Design, Information Architecture, User Research, and Prototyping

Veritas University

Mar 2014 – Dec 2016

Professor of Interaction Design

- Professor for the Master of Interaction Design program at Veritas University
- Taught the Graphical Interfaces course, which focuses on screen-based interfaces and UX design methodology
- Mentor for the Capstone Project course, guiding students through the UX lifecycle for a large-scale project over a period of 6 months
- Consistently rated highly by students and the program director

PayPal

Jan 2008 – Oct 2012

User Experience Designer

- Served as UX Designer and Prototyper for various verticals, including: Global Operations, Risk, Global Platform, Credit, and Compliance
- Worked on projects related to the PayPal website, the customer support agents' tools, and the fraud agents' risk evaluation tools
- Designed both desktop applications like NEO (a risk visualization tool) and web products like the Contact Us page redesign
- Awarded the Blue Moon Award on several occasions for exceptional dedication and outstanding performance

Education

Rose-Hulman Institute of Technology Jul 2002 – May 2006

Bachelor's in Computer Science, Software Engineering, and Math

IE Business School Sep 2010 – Dec 2011

Master's in Business Administration

Carnegie Mellon University Aug 2006 – Oct 2007

Master's in Human-Computer Interaction

Walden University Jun 2009 – Aug 2013

Master's in Psychology

Certificates and Certifications

Stanford University Jul 2013 – Dec 2013

Certificate in Innovation and Entrepreneurship

Parsons School of Design Mar 2015 – Apr 2016

Certificate in Graphic and Digital Design

Human Factors International Oct 2015 – Nov 2015

Certified User Experience Analyst

Coach Corp Feb 2015 – Nov 2015

Certification in Life and Business Coaching

Workshops and Speaking Engagements

BAC Credomatic Bank Jun, Aug 2015

User-Centered Design Workshop

Intel Software Professionals Conference Oct 2015

Keynote Speech: Putting the U back in UX