

## PROFILE

In my 11+ years of working in the world of startups, I've taken on many roles that extend far beyond my on-paper job title. This has made me an adaptable team player with a unique insight into the needs of end users. I enjoy delivering useful and intuitive applications.

## SKILLS

- Lo-fi & Hi-fi Wireframing
- Prototyping
- UI/UX Design
- QA & Usability Testing
- HTML, CSS, & JavaScript
- Agile Development
- Stakeholder Training
- Warehouse Process Creation & Implementation
- Warehouse Management Systems
- Shopify
- Google Analytics
- Management & Leadership Experience
- Creative Problem Solving
- Versatile Team Player

## EDUCATION

- 2006-2010  
**Bachelor of Science:** Social Sciences - Political Science  
Appalachian State University
- 2017-2020  
**Associate of Applied Science:** Web Development  
Wake Technical Community College

## EXPERIENCE

### KIDBOX

2018 - 2022

#### UX/UI Design | QA Analyst | Project Management | Warehouse Operations & Management

*Took on many responsibilities beyond my official job title in a fast-paced, high pressure, startup.*

*Customer Facing Technology:*

- Proposed & Managed Customer Facing Projects
- Wireframed Interfaces
- Created and Executed QA Test Plans
- Analyzed Customer Behavior and Interactions
- Logged issues/feedback and worked directly with engineers to prioritize fixes.

*Warehouse Operations & Management:*

- Co-Managed the transition of Warehouse Operations from a 3rd party facility to our in-house facility.
- Led the implementation of our Warehouse Management System.
- Acted as the main point person for troubleshooting WMS and operational issues.
- Served as the 2nd Shift Manager where I met production goals, assessed employee performance, and provided leadership in fast-paced, high-pressure scenarios.

### LOLLY WOLLY DOODLE

2011 - 2017

#### UX/UI Design | QA Analyst | Project Management | Manufacturing Operations

*Wore many hats in a scrappy, fast-paced startup.*

*Internal Operations Technology:*

- Due to the unique needs of the company, I participated in a year-long ERP build from scratch:
- Collaborated across teams to gather requirements that established end-to-end supply chain processes
- Created & Presented Wireframes
- Served as a liaison between engineers and company stakeholders to ensure the most effective design in MVP releases.
- Oversaw release roll outs and provided structured, ongoing training to 50+ employees.
- Proposed & Managed projects related to our custom made-to-order manufacturing process based on the changing requirements and employee feedback.

*Customer Facing Technology:*

- Proposed & Managed Customer Facing Projects
- Analyzed Customer Behavior and Interactions
- Wireframed Interfaces
- Created and Executed Test Plans.
- Provided feedback and worked directly with engineers to prioritize fixes.