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### About

I am an experienced, flexible & dedicated User Interface Designer, UX Designer, Project Manager, Usability Analyst, CSS Developer & Web Standards Advocate. My favorite experience is seeing the look on a customer's face that says, "I get it," when using a great technology product.

### Areas of Focus

* User Centered Design (UCD)
* Modern, accessible, responsive user interface design
* Lean UX (Agile/Scrum, Kanban)
* Handcrafted standards compliant HTML5 & CSS3
* Product Management & Software Implementation
* Usability Testing & User Research - Certified Usability Analyst (HFI)
* Web Accessibility (Section 508 & W3C)
* Wireframes & Interactive Prototypes

### Work History

* University of California San Francisco (contract), 4/2022 – 4/2023
* Guardant Health - Digital Prospectors (contract), 3/2021 – 4/2022
* University of California Berkeley, 3/2018 – 2/2021
* Sheet Music Plus (contract), 1/2018 – 4/2018
* Mirixa Corporation, 4/2015 - 1/2018
* ICIX North America, 7/2014 – 12/2014
* First Databank (FDB), 1/2014 – 7/2014
* GE Global Research (contract), 12/2012 – 10/2013
* Permanente Medical Group (contract), 10/2011 – 12/2012
* ICW Inc., 3/2008 – 12/2009
* Lumetra Healthcare Solutions, 11/2003 – 2/2007

### Career Highlights

##### University of California San Francisco

**Title:** Senior User Experience Designer **Roles:** User Experience Designer, User Researcher, Interactive Prototyper

* Let the redesign of UCSF’s Industrial Documents Library
* Lead all design & research activities
* Conducted User Interviews
* Produced hundreds of wireframes
* Produced precise production ready accessible, responsive, interactive prototypes
* Created a design system from scratch

##### Guardant Health

**Title:** User Experience Lead **Roles:** User Experience Designer, User Researcher, Interactive Prototyper

* Part of a product development team tasked with redesigning Guardant’s provider portal
* Lead all design & research activities
* Delivered production ready UI designs and documentation
* Produced hundreds of wireframes
* Conducted User Interviews

##### University of California Berkeley

**Title:** Senior User Experience Designer **Roles:** User Experience Designer, User Researcher, Interactive Prototyper Product Manager, Product Owner

* Managed a seven-figure budget for portal application development project
* Responsible for business analysis, systems analysis & product management
* Designed Web Applications for a modern HTM5/CSS3 technology stack.
* Lead all design & research activities
* Produced hundreds of wireframes
* Produced precise production ready accessible, responsive, interactive prototypes
* Product owner on an agile development team

##### Mirixa Corporation

**Title:** Lead User Experience Designer **Roles:** User Experience Designer, User Researcher, Interactive Prototyper

* Created, managed & conducted user research & usability testing processes
* Designed & developed analytics portal to deliver results for over 2 million medication therapy management cases per year
* Designed Web Applications for a modern HTM5/CSS3 technology stack
* Created Mirixa’s first design system
* Lead all design & research activities
* Produced hundreds of wireframes
* Produced precise production ready accessible, responsive, interactive prototypes
* Worked with development teams to support implementation
* Worked with product team to develop new product ideas

##### GE Global Research

**Title:** Lead User Experience Designer **Roles:** User Experience Designer, User Researcher, Interactive Prototyper

* Created, managed & conducted user research & usability testing processes
* Designed Web Applications for four GE Businesses
* Helped define the Industrial Internet for GE’s transportation businesses
* Produced hundreds of wireframes
* Produced precise production ready accessible, responsive, interactive prototypes
* Worked with development teams to support implementation
* Member of an agile development team

##### Permanente Medical Group

**Title:** Senior User Experience Designer **Roles:** User Experience Designer, User Researcher, Interactive Prototyper

* Created & managed PMG’s first user research & usability testing lab
* Designed Web applications for My Doctor Online
* Produced hundreds of wireframes
* Produced precise production ready accessible, responsive, interactive prototypes
* Worked with development teams to support implementation

##### ICW Incorporated

**Title:** User Interface Designer/Usability Analyst **Roles:** User Interface Designer, HMTL/CSS Developer, Web Designer, User Experience Designer, User Researcher, Interactive Prototyper

* Co-authored technical paper about best practices using Web portal applications in a healthcare environment
* Designed interactive prototypes using the Liferay Open Source portal, HTML, CSS & jQuery
* Designed Web-based presentations for trade shows
* Developed personas, wireframes, prototypes & performed usability tests for three healthcare Web applications
* Presented Web application designs to 17 potential customers in support of ICW sales staff
* Presented Web application designs to ICW executive management & technical architects
* Member of an agile development team

##### Lumetra Healthcare Solutions

**Title:** Webmaster **Roles:** Webmaster, Web Designer, HTML/CSS Developer, Project Manager & User Researcher

* Designed Content Management System (CMS) based on Extron CMS 400
* Developed personas, wireframes, prototypes & performed usability tests for five internal & external Web applications
* Managed & administered internal collaboration platform
* Managed three complete Web site redesign projects
* Trained editorial staff in CMS usage
* Trained medical & professional staff in usage of internal & external Web applications
* Designed for W3C Web Standards & Section 508 Accessibility
* HMTL & CSS development

### Education, Training, Certifications & Industry Conferences

* Master Class Participation Certificate: AI-Powered UX Design, 2023
* Master Class Participation Certificate: How to Design for Civic Life, 2023
* Master Class Participation Certificate: Boost Mobile UX with UX Design Principles and Best Practices, 2023
* Master Class Participation Certificate: How to Create Actionable User Journey Maps, 2023
* UCTech, San Diego, 2022
* UCTech Santa Barbara, 2019
* UCTech Davis, 2018
* To Be Designed (Rosenfeld), 2017
* Experience Design Summit, 2016
* Balanced Team UX Summit, 2013
* UX Week presented by Adaptive Path, 2013
* Web 2.0 Technology Conference, 2011
* Voices That Matter Web Design Conference, 2010
* UIE Web App Masters Tour – presented by Jared Spool, 2010
* An Event Apart, 2008
* Human Factors International – Certified Usability Analyst, 2006
* University of California, Santa Cruz – Certificate in Program & Project Management, 2001

### Professional Affiliations

* ACM – ACM is the Association for Computing Machinery, a society for information technology professionals with over 75,000 members worldwide
* SIGCHI – SIGCHI is an ACM Special Interest Group on Human-Computer Interaction, with over 6,000 members worldwide
* BayCHI – BayCHI is the largest local ACM SIGCHI chapter in the world, with 1,200 members