

Work Experience

BIBLIOCOMMONS

Product and Experience Designer

From July 2017	Role Description and Responsibilities BiblioCommons provides a suite of web-based software solutions for public libraries.
To Present	I am fully embedded in an agile development team. I lead the UX and product design initiatives for new features, improving existing features, and conducting user research to better understand where we should focus design and development efforts.
Location Toronto, Canada	I work collaboratively with product owners, front-end developers, and various other stakeholders to gather requirements and create user stories, wireframes, mockups, and prototypes. I review ongoing development efforts for accessibility and usability.

USABILITY MATTERS INC.

User Experience Designer

From February 2014	Role Description and Responsibilities At Usability Matters, a deep understanding of user needs aligned with business goals, guided every client engagement.
To May 2017	User interviews, contextual inquiries, and usability tests, stakeholder workshops and facilitated co-creation sessions were the foundation for strategy and design deliverables like prototypes, wireframes, user profiles, journey maps, and creative concepts.
Location Toronto, Canada	I've had the benefit of working on design and research projects with clients in many industries, including travel, healthcare, education, finance, logistics, and software.

DUNDAS DATA VISUALIZATION INC.

User Interface and Product Designer

From September 2012	Role Description and Responsibilities At Dundas, I collaborated with a team of front- and back-end developers to design the user interface of a Business Intelligence product, from user flows, to visual design specifications.
To February 2014	I also worked alongside consultants and analysts on the professional services team to design custom business intelligence solutions for clients worldwide.
Location Toronto, Canada	

UNIVERSITY OF TORONTO AT MISSISSAUGA

Undergraduate Course Teaching Assistant

From January 2012	Role Description and Responsibilities TA-ing for undergraduate introductory courses in Biomedical Communications and Forensic Visualization, I prepared and delivered a series of remote screen-cast and in-class tutorials.
To December 2012	I also created custom handouts and learning materials on: <ul style="list-style-type: none">• Technologies including Adobe Photoshop and Illustrator• Design principles and the use of typography for print- and web-based media
Location Mississauga, Canada	

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Education

RYERSON UNIVERSITY

AODA and Beyond:
Accessibility Practices
Certificate

From
September 2017

To
Present

Location
Toronto, Canada

UNIVERSITY OF TORONTO

Master of Science
in Biomedical
Communications

From
September 2010

To
June 2012

Location
Toronto, Canada

UNIVERSITY OF TORONTO

Bachelor of Science in
Human Biology and
Psychology

From
September 2006

To
June 2010

Location
Toronto, Canada

Skills and Experience

Design Research

Planning, moderating, and synthesizing the results of:

- Formal, informal, in-person, and remote usability tests
- Contextual inquiries, user and stakeholder interviews

Conducting heuristic evaluations, accessibility audits, and competitive analyses

Developing personas, profiles, and user journeys based on primary and secondary user research

Experience Design

Prototyping products for any screen size and fidelity, from user flows to wireframes to click-through prototypes

Creating detailed feature sets and interface design specifications

Producing rich visual designs for responsive interfaces

Documenting accessibility in designs to ensure they can be developed and launched accessibly

Design Consulting

Facilitating product discovery and requirements gathering workshops

Presenting salient findings from usability testing and accessibility audits to clients and stakeholders

Writing and delivering workshops around accessible and inclusive design tools, techniques, and practices

Mentoring clients to develop internal competencies focused around accessible, user-centered design

Volunteering

BIOMEDICAL COMMUNICATIONS ALUMNI ASSOCIATION

Co-President

From
October 2012

To
December 2014

Location
Toronto, Canada

Role Description and Responsibilities

Held quarterly meetings with the alumni association committee to plan events, discuss budget, and brainstorm ways to boost alumni engagement.

Planned and implemented a variety of events, from casual social nights to formal galas/fundraisers.

Created a new sponsorship package to boost event funding from BMC-affiliated companies and employers.
