

## Work Experience

### BIBLIOCOMMONS

## Product and Experience Designer

<b>From</b> July 2017	<b>Role Description and Responsibilities</b> BiblioCommons provides a suite of web-based software solutions for public libraries.
<b>To</b> 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.
<b>Location</b> 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

<b>From</b> February 2014	<b>Role Description and Responsibilities</b> At Usability Matters, a deep understanding of user needs aligned with business goals, guided every client engagement.
<b>To</b> 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.
<b>Location</b> 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

<b>From</b> September 2012	<b>Role Description and Responsibilities</b> 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.
<b>To</b> February 2014	I also worked alongside consultants and analysts on the professional services team to design custom business intelligence solutions for clients worldwide.
<b>Location</b> Toronto, Canada	

### UNIVERSITY OF TORONTO AT MISSISSAUGA

## Undergraduate Course Teaching Assistant

<b>From</b> January 2012	<b>Role Description and Responsibilities</b> 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.
<b>To</b> December 2012	I also created custom handouts and learning materials on: <ul style="list-style-type: none"><li>• Technologies including Adobe Photoshop and Illustrator</li><li>• Design principles and the use of typography for print- and web-based media</li></ul>
<b>Location</b> 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

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## 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

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## 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.

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