

I'm a **designer and systems thinker**, pivoting my career from nonprofits and higher education to design and technology. As a recent graduate of the **MFA Interaction Design** program at the School of Visual Arts, I've honed my ability to deploy **human-centered design methods** and solve problems with **empathy and creativity**.

## Skills

### Design Thinking

Card sorting  
Affinity mapping  
Journey mapping  
Service blueprints  
Storyboarding  
Paper prototyping  
Project management

### User Research

Interviewing  
Survey design  
Usability testing  
Remote testing

### Technology

Adobe Creative Suite  
G Suite  
Microsoft Office Suite  
Sketch  
InVision  
Mural  
Typeform  
CRMs

## Education

### School of Visual Arts

MFA Interaction Design  
2017 - 2019

### University of Pittsburgh

BA English Writing  
2003 - 2007

## Experience

### Alumni Affairs Manager

School of Visual Arts  
New York, NY  
2014 - Present

An experienced event planner, I lead the execution of all aspects of alumni engagement events, including communications, budgeting and collaboration with stakeholders. I also designed and currently oversee metrics for tracking and assessing alumni engagement efforts in the CRM, delivering compelling reporting for use by executive management.

I frequently deploy design thinking methods such as user flows and service mapping to identify inefficiencies in our offerings for alumni. I also design, implement and interpret user research surveys about alumni experiences, driving program improvements and innovation.

### Master of Fine Arts, Interaction Design

School of Visual Arts  
New York, NY  
2017 - 2019

I designed, researched and prototyped my master's thesis, Keeper, a browser extension that calls attention to potentially harmful language in our social media conversations. I planned and conducted multiple rounds of user research interviews and usability testing, and transformed my insights into impactful design decisions, using tools like affinity mapping and paper prototyping.

A tactful communicator, I wrote, designed and gave thoughtfully organized and compelling status and pitch presentations to fellow students, faculty and industry guest critics, on a weekly basis.

### Donor Relations and Stewardship Associate

Phoenix House Foundation  
New York, NY  
2011 - 2014

I researched and created comprehensive prospective donor profiles and helped develop donor cultivation strategies. I strategized and wrote content for donor stewardship and fundraising campaigns.