

UX Designer & Researcher

Versatile, experienced professional with a broad range of skills – equally comfortable discussing design, business, and technology – and a flair for attentive client service.

"rare combination of artistic savvy and tech wizardry"

"creative, patient, and a great communicator"

"amazing ability to go deep on any subject, understand it fully, and then explain it verbally and visually"

CAPABILITIES **User Experience (UX) Research** – Craft studies and audits, conduct interviews, create personas, audit and analyze processes, conduct usability testing, and synthesize and visualize data.

User Experience (UX) Design, Interaction Design, and Information Architecture – Create design concepts, task flows, site architectures, product requirements, and interactive prototypes with a user-centric approach based on business goals.

Content Research and Strategy – Able to see the big picture along with keen attention to fine detail. Content audits and content migration for site updates, online assets, and copywriting and editing.

Visual Design, Writing, and Production – Creative in documentation visualizations and infographics, reporting, copywriting, and website design and maintenance. Strong capabilities in visual design, color, and typography. An excellent communicator and articulate presenter to teams and stakeholders.

EXPERIENCE **Zephyr Interactive LLC** Kingston, NY 2004 – Present
[UX Designer & Researcher, Interaction Designer, Information Architect](#)
Solo consultancy providing services to agencies and businesses for a variety of projects and industries

Tomorrow Partners Oakland, CA 2023 – 2024
[UX Designer and Researcher](#)
State & city government projects for a human-centered design agency including a major licensing system modernization (Salesforce)

JC Experience Design Brooklyn, NY 2021 – 2024
[UX Researcher and Designer](#)
Multi-industry projects including retail, tech tools, medspa, quasi-government, and company intranets

Tangible UX San Francisco, CA 2014 – 2023
[Interaction Designer and User Experience Researcher](#)
UX research for enterprise and SaaS software marketing for a Fortune 500 company, focus on financial, accounting, payroll, and payments

Kindred Mill Valley, CA 2011 – 2014
[Digital and UX Producer](#)
Project management and CMS work for a branding agency's various lifestyle and retail clients

HyperArts Web Design Oakland, CA 2008 – 2013
[Project Manager and Information Architect](#)
Project management and website CMS development for small business and state government projects

EDUCATION University of California at Berkeley
BA, English and Fine Art