
RELEVANT WORK
EXPERIENCE

Associate Designer for Visual Design + Impact | August 2022–Present
Education Design Lab, Washington DC

- Collaborates with remote, cross-functional teams on multiple projects to design user-centric solutions. Deliverables include user flows for a digital app on Miro, high-fidelity wireframes on Figma, and manufacturing physical assets for discovery workshops.
- Plans, facilitates, and synthesizes insights from design research on Miro, using qualitative methods like user tests, surveys, card sorting, and storytelling exercises.
- Leads art direction and production of [digital publications](#), using Adobe Creative Suite, optimizing readability and alignment with target audience.

Associate Design Strategist | January 2021–May 2021
Center for Social Design, Maryland Institute College of Art, Baltimore, MD

- Co-designed digital experiences with Baltimore City Health Department to combat misinformation about the COVID-19 vaccine among Baltimore City communities.
- Conducted research on the historical mistreatment of marginalized communities in public health.
- Utilized [qualitative research](#) to understand community concerns about the vaccine.
- Synthesized user insights to create user-centric prototypes and iteratively improved them with community feedback.

Design Strategy Intern | January 2021–May 2021
Maryland Science Center, Baltimore, MD

- Collaborated with Early Childhood Education Specialists to co-design a caregiver-focused museum guide, earning stakeholder praise.
- Conducted research on early childhood development and visitor behavior, including staff-guest interactions and exhibit engagement.
- Synthesized research findings to propose recommendations to education staff, actively involving them in the design process, and iterating with their feedback.
- Developed a [high-fidelity prototype](#) for education staff to own, advocate for, and implement following conclusion of the project.

Customer Experience Specialist (Barbershop + Beauty Salon) | April 2015–December 2017
Navy Exchange Service Command, NSA Bethesda, Bethesda, MD

- Collaborated with cosmetologists to enhance productivity during peak hours, serving civilian and military personnel.
- Implemented procedures to reduce wait times, increase client retention, and increase commissions, while optimizing appointments for a team of 10 stylists.
- Gained proficiency in cosmetology services to facilitate effective client referrals.
- Ensured a positive experience for both customers and staff by adeptly de-escalating tense situations and safeguarding client confidentiality.
- Managed shop upkeep, inventory and merchandise oversight, and revenue calculations.

EDUCATION

Bachelor of Fine Arts, Graphic Design
Maryland Institute College of Art, Baltimore, MD
Magna Cum Laude, May 2022

Design Thinking Certification
University of Virginia, Darden School of Business
Credential ID: [JS7ED9P6SU9K](#), October 2022
