



Experience

Manager of the Innovation Lab, Consumers Energy, May 2022 – Aug 2023

- **Built and managed** a team of UX/UI designers, data analysts, lean process engineers, and developers to provide automation, enterprise SaaS modeled products, and analytic services to improve business performance
- Led **designing thinking** sessions with stakeholders to identify user experience opportunities, coached on UX methodologies, established products goals, and managed development to deliver **40+ products** in one year
- Leveraged Agile/Scrum methodologies to achieve over **400,000 hours** of process automation in a single year via a variety digitally improved products (unattended, Python UI, Power Platform, etc.)

Manager of Standard Work Systems, Consumers Energy, Aug 2020 – May 2022

- Managed a team of UX/UI designers, developers, and support resources to deliver product enhancements that improved user experience and simplified processes while delivering over **8,000 requests** per year
- Developed the product strategy and managed team to innovate processes and implement enhancements which reduced **40,000+ hours** of human struggle and avoided a combined total of **150+ years** of lead time
- Achieved enterprise-wide implementation of a single system for standard work management with a positive user experience score of **>90%** from over **5 million interactions** per year across 9,000 employees

Product Release Manager, Consumers Energy, Apr 2020 – Aug 2020

- Collaborated with cross-functional product teams to identify UX goals and achieve **100% of milestones** on-time
- Measured user experience scores, created plans for improvement & increased scores from **18% to 88% positive**
- Owned product implementation plans, training, marketing and backlog ultimately **increasing user-base by 350%**

User Experience Product Designer, Consumers Energy, May 2019 – Apr 2020

- Designed and **programmed** enterprise SaaS modeled products that eliminated **20,000+ hours** annually
- Performed user **experience research** including user journey mapping, A/B tests, surveys and focus groups
- Utilized my UX research to design interfaces and processes for applications used daily **by over 5,000 users**
- Designed, tested and coded a responsive and scalable **design system** for a suite of enterprise-wide products

UX/UI Designer and Developer, Consumers Energy, Jul 2016 – May 2019

- Built standards for and performed usability testing, design accessibility reviews, and user experience research
- Created wireframes and prototypes to vet user interfaces prior to development **reducing cycle times by 65%**
- Leveraged HTML/CSS, JavaScript and other languages to develop **human-centered** products

Graphic and User Interface Designer, Consumers Energy, May 2014 – Jul 2016

- Designed user interfaces for enterprise products used daily by engineers, regulators and utility workers
- Built style guides and **design system** components to standardize interaction conventions across products
- Illustrated over **2,000** technical drawings, instructional graphics, and icons for government-regulated content



Education

Visual Communications, Bachelor of Arts, Spring Arbor University, Spring Arbor MI



Highlights

Software

Adobe Creative Suite (+ motion & video)
Microsoft Office Suite
UI tools (Figma, Adobe XD, etc.)
Visual Studio Code

Technologies

JavaScript / JS Frameworks
HTML / CSS
REST APIs
Microsoft Power Platform

Skills

Agile/Scrum
User Experience (UX) Design
UX Research
Design and systems Thinking