

## PERSONAL PROFILE

An empathetic, communicative, and well-connected human resources & design professional passionate about applying my strategic design thinking skills to creating better workplace solutions. My goal is to leverage my creativity and relationship building skills to shape the future of Human Resources & Recruiting.

## CONTACT INFO

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## SKILLS & CAPABILITIES

### Human Resources

Employee Engagement & Culture  
Workplace Experience  
Talent Acquisition & Recruiting  
Performance Management  
Benefits & Payroll Administration  
Organizational Change  
Communication  
Relationship Building

### Design

Strategic Roadmapping  
User-Centered Design  
Design Thinking  
Usability Testing & Research  
Cross Functional Collaboration  
Prototyping & Wireframing

## EDUCATION

**BA Intervention Specialist**  
University of Dayton | Graduated 2012

**UX Design Immersive**  
General Assembly | Summer 2017

Immersed myself in a 10-week program learning the skills surrounding design thinking process including research, interface design, prototyping, and client collaboration.

## WORK HISTORY

### EXPERIENCE DESIGN CONSULTANT

Melon Consulting | 2019-2020 (Laid off due to Covid)

- Collaborated with project managers, designers, and stakeholders on various CX and EX projects for an ongoing retainer project for a major wholesale industrial and electrical supply distributor.
- Conducted interviews with stakeholders to define business goals and understand constraints as part of the discovery process
- Moderated user testing sessions and perform research, including customer and stakeholder interviews, to better understand current user, customer, and employee needs
- Communicated user needs through journey maps and personas that are used as internal tools to drive the success of their marketing and sales teams
- Created research plans and moderated usability sessions by gathering qualitative and quantitative data to validate designs of the updated e-commerce site.

### UX DESIGNER

Codal | 2017-2019

- Uncovered business goals and user needs through qualitative research, including competitive analysis, interviews, contextual research, etc.
- Collaborated cross functionally throughout all phases of the product development process for mobile and desktop products including ideation, design planning, client communication, and handoff to engineering teams.
- Conceptualized and designed cross channel experiences for a variety of start-up clients using journey maps, user flows, wireframes, and prototypes
- Approached problem solving through a human-centered and iterative process

### HUMAN RESOURCES MANAGER

Bernard Zell | 2016-2017

- Built trusted relationships with senior leaders and their teams, to ensure that business needs are taken into consideration in developing HR initiatives
- Managed, mediated, and resolved team member relations issues
- Successfully coordinated benefit programs for employees, including all employee communication, problem solving and claims resolution
- Supported the recruiting lifecycle and new hire orientation process
- Maintained personnel records in HR management system and support the bi-monthly payroll process

### SENIOR HR & RECRUITING MANAGER

Language Stars | 2013-2016

- Stayed fresh on industry trends and innovations and made recommendations to enhance the employee experienceLed company-wide recruiting efforts for an organization with 200+ employees
- Collaborated cross functionally with Regional Directors, Business Analysts, CFO, and CEO to identify staffing and business needs.
- Created a strong customer service dynamic throughout all operations that ensured positive and engaging experiences for a diverse team
- Analyzed data and employee feedback which led to the successful redesign of the recruitment, training, and hiring process which helped attract and retain top talent and improved customer satisfaction
- Oversaw day-to-day People Operations processes, such as new employees onboarding, payroll processing, and other work at the base core of the function.

### RECRUITER

Advanced Resources | 2012-2013

- Conducted intake meetings with clients to understand business needs and qualification criteria for candidates
- Created and maintained strong relationships with both candidates and clients and successfully liaised with client candidate pool and companies.