

## Work Experience .....

### University of Michigan Health System – Ann Arbor, MI – Mar. 2007 to present

- Usability Specialist, Mar. 2007 to present  
Conduct multiple usability studies for Learning Management Systems (LMS) and various websites. Studies range in size from 5-100 participants. Techniques used include task analysis, contextual inquiry, heuristic evaluation, surveys, card sorting, prototyping, and open interviews. Deliverables include statistics, recommendations for improvement, analysis of highlights, wireframe, design comps, and prototypes.
- Project Manager, Oct. 2007 to present  
Manage and track incoming instructional design project requests from various departments. Maintain project queues and communication with Subject Matter Experts (SMEs) working with LMS. Manage process flow for team of instructional designers and report out on progress.  
Manage enhancement process for LMS improvements and create scope documents with flowcharts. Work with HTML, ASP, and CSS to make website updates. Quality Assurance (QA) test enhancement implementation.
- Instructional Designer, Feb. 2008 to present  
Develop online education activities including quizzing materials. Work with SME to develop education materials using Adobe Dreamweaver, Photoshop, Presenter, and Captivate, Perception Questionmark, Qualtrics, and other software.

### Jules of Design, LLC

#### Owner, website design & development and usability consulting - Mar. 2007 to present

- Napoleon Bee Supply – HTML, CSS, Photoshop
- Michigan Classical Press – HTML, CSS, Photoshop
- Adkins Chiropractic Life Center – HTML, CSS, Photoshop
- Audio Masons – HTML, CSS, Photoshop
- Flash Boutique – HTML, CSS, Photoshop
- The Wishing Star – HTML, CSS, ASP, JavaScript, Photoshop
- American Tinnitus Association – Illustrator and Photoshop
- Simple, From Scratch – Illustrator and Photoshop
- The Kite Network – HTML and CSS
- Enhance Candles – HTML, CSS, ASP, and JavaScript
- Magda's Cleaning – HTML and CSS
- Lawn Master Lawn Care – HTML, CSS, JavaScript, and Flash
- LimnoTech – HTML, CSS, and JavaScript
- GlobaLens – HTML and CSS
- View the Rental – HTML, CSS, and ASP
- Lord of Light Lutheran Ministry – HTML, CSS, ASP, Photoshop, and ImageReady
- DataSmith Consulting – HTML and CSS
- State Street Ann Arbor Art Fair – HTML and CSS
- HR Analytical Services – Photoshop, Visio, HTML, CSS, and JavaScript

## Skills .....

- Concepts & Methodologies:  
Project management, requirements and usability analysis, site diagrams, flow charts, wireframes, competitive analysis, user personas, quality assurance testing (QA), usability/user testing, web content accessibility guidelines (WCAG), lean, six sigma, accessibility
- Tools & Technologies:  
(X)HTML, CSS, web usability and standards, XML, ASP, mySQL, ColdFusion, JavaScript, AJAX, Microsoft Windows and Mac operating systems
- Software:  
Questionmark Perception, Adobe Captivate, Adobe Photoshop, Dreamweaver, Visio, Macromedia Flash, Illustrator, ImageReady, Learning Management Systems (LMS), Subtitle Workshop and video editing and subtitles, Qualtrics

## Education & Professional Development .....

### Professional Development and Ongoing Education Certificates/Classes

- Human Factors International Certified Usability Analyst (CUA) – 2013
- Crucial Confrontations, Vital Smarts – 2012
- Working with Agile Requirements, Menlo Innovations – 2012
- Agile Explained, Menlo Innovations – 2011
- Foundations of Teaching and Learning, University of Michigan Health System – 2011
- Lean Healthcare Training, University of Michigan Health System - 2010

### Eastern Michigan University (EMU) – Ypsilanti, MI

- Technology Management Bachelor of Science, April 2009

### Washtenaw Community College (WCC) – Ann Arbor, MI

- Internet Professional Associate Degree, 2007
- Web Professional Advanced Certificate, 2007
- Web Technology Certificate, 2007

## Awards and Memberships .....

- The User Experience Professionals Association (UXPA), Member, 2008-present
- eLearning Guild, Member, 2010-present
- National Deans List, High Honors, 2006-2007; Dean's List, EMU, 2008-2009
- Phi Theta Kappa, International Honor Society, High Honors, 2005-2007