

Skills

Product Strategy
UI/UX Design
User Research & Testing
Prototyping
HTML, CSS, Javascript

Tools

Sketch
Abstract
InVision
Adobe Creative Suite

Education

BFA in Visual Communication

Northern Illinois University / May 2012

Experience

Manager, Product Design

Vivid Seats / Chicago, IL / Mar 2021 – Present

- Manage and mentor the B2C design team, setting team level goals and guiding individual career paths.
- Revamped the design team's process to unify B2C and B2B efforts, leveraging Jira, Abstract and team working alignments.
- Work directly with product owners and engineering managers to maximize design resources.

Senior Product Designer

Vivid Seats / Chicago, IL / March 2019 – March 2021

- Managed the creation, development and ongoing growth of Vivid Seats first design system.
- Mentored junior designers on design process, stakeholder management and personal growth.
- Designed a new event page to allow customers to browse tickets from multiple events that is projected to result in an incremental GOV of \$9.3M

Product Designer

Vivid Seats / Chicago, IL / Apr 2016 – Mar 2019

- Designed a new internal Customer Service and Sales platform that led to decrease in call resolution time by up to 15%.
- Designed an internal Legislation Management tool to enable implementing a wide range of customer facing legal requirements without the need of a product release.

Senior Designer

Red Frog Events / Chicago, IL / May 2013 – Apr 2016

- Handled all facets of design and front end development for EventSprout, Red Frog Events' ticketing platform.
- Digital Art Direction for core brands including American Beer Classic, Warrior Dash, Firefly Music Festival, and Big Barrel Country Music Festival.

Designer

Silverline Creative / Naperville, IL / Aug 2011 – May 2013

- Designed and developed projects for a variety of clients ranging from custom WordPress websites to full e-commerce solutions.
- Handled client relationships and hours tracking for all projects.