

PROFESSIONAL EXPERIENCE

UX/UI/Graphic Design Team Lead Internship - GBCS Group

Jan 2024-December 2024

UX Process

- Led a 20-person intern design team in developing an internal fleet management platform.
- Collaborated with cross-functional teams to research and design solutions for mobile and desktop use.
- Conducted user interviews with drivers and supervisors to identify pain points and usability gaps.
- Designed responsive wireframes and high-fidelity UI in Figma, integrating accessibility and WCAG guidelines.
- Presented design solutions to stakeholders and iterated based on feedback.

Project One: Technician Dashboard for Internal Fleet App

- Designed a mobile dashboard tailored for technicians in the field, streamlining task completion and route tracking.
- Simplified complex workflows through task-focused layouts and contextual UI elements.
- Reduced navigation steps by 40% through hierarchical organization and improved information architecture.

Project Two: Corporate Website Redesign

- Conducted a UX audit and led the full redesign of the company's public-facing website to improve clarity and conversion.
- Implemented a cleaner information hierarchy, visual consistency, and updated accessibility standards.
- Delivered interactive prototypes and a design system aligned with GBCS's brand identity.

Lens Design Specialist – Orion Vision Group

Oct 2019-Current

Process & Responsibilities

- Designed and customized specialty contact lenses for patients with complex vision needs, balancing clinical prescriptions with comfort, fit, and optical precision.
- Collaborated closely with optometrists, lab technicians, and customer service teams to ensure accuracy, usability, and patient satisfaction.
- Interpreted detailed prescription data and patient feedback to deliver tailored lens solutions — emphasizing problem-solving, attention to detail, and iteration.
- Used specialized design software to model lens parameters and troubleshoot fit or visual performance issues.
- Maintained strict quality control and compliance with FDA standards, minimizing production errors and increasing first-pass success rates.

UX-Relevant Impact

- Practiced empathetic design by translating patient needs into technical solutions, aligning with core UX principles.
- Gained firsthand understanding of user pain points and how precise, accessible solutions improve real-world outcomes.
- Developed strong cross-functional communication skills by bridging technical specs and end-user comfort across teams.

EDUCATION

Chattahoochee Technical College – Marietta, GA

Associate of Applied Science in Computer Programming & UX Design

SKILLS

UX Research Skills: User interviews, usability testing, affinity mapping, persona creation, journey mapping, process flows, service blueprints, stakeholder workshops, ideation sessions, stakeholder and product management, project coordination, concept development, wireframing, survey design, basic quantitative research.

UX Research Tools: Figma, FigJam, Miro, UserTesting, Jira, Trello, Microsoft Office Suite, Sprout.

UX Design Skills: Design systems, component libraries, interaction design, branding, atomic design, wireframing, prototyping, responsive design, UX workflows, site mapping, user flows, requirements gathering, visual hierarchy, accessibility best practices.

UX Design Tools: Figma, FigJam, Adobe Creative Suite (Photoshop, Illustrator), Jira, Trello, Microsoft Office Suite.