

PERSONAL STATEMENT

I have nearly 15 years of experience in conversation and voice interaction design. After a few years of working in client relationship management, I started designing IVRs for a variety of companies including Fortune 500 cable companies, banking institutions, health insurance companies, and more. I also worked on the Amazon Alexa voice assistant for over 5 years, working on projects for Fire TV, Alexa Communication, Alexa Video and Music, and more. I always love getting to know more about our customers, their lives, and what they need and want from the products they're using. I like to think I make their lives just a little easier.

WORK EXPERIENCE

MR. COOPER • Senior UX/UI Designer • August 2023 - Present

- Sole designer for the inbound servicing IVR, which handles around 20 million calls a year for 10 mortgage and loan servicers
- Partnering with designers from Genesys to recreate and optimize the IVR on a different platform, including complex redesigns for caller identification and authentication and the payments module
- Created IVR standards for agent command handling, cutting call looping by roughly 20% with only a 3% rise in agent transfers
- Documented and presented basic voice design tenets to project managers and development teams to help expand understanding of how voice recognition works and best design practices
- Documented common processes, like creating and editing TTS prompts, updating the detailed design specification document, updating the flows, etc.
- Main design tools are Lucidchart, Word documents, Audacity, and Narakeet (for TTS prompt creation)

AURIGINAL ARTS • Co-founder • December 2022 - Present

- Co-founded a photography business, specializing in aura photos at private events
- Built and maintain website, auriginalarts.com
- Technical expert with aura reading devices and main photographer

AMAZON ALEXA • Conversation Designer • September 2015 - November 2022

- Designed interactions for the Alexa voice assistant, including projects for Fire TV, Alexa Music, Alexa Video, Alexa Communication, and Design and Devices Services
- Worked on device interactions for the first Echo Show, the Alexa app, Amazon Astro, and more
- Informally mentored junior designs/colleagues shifting focus to voice design
- Planned, facilitated, and participated in multiple design sprints
- Primary design tools included Gliffy, Confluence, Figma, Adobe Photoshop, Adobe Premiere, Adobe Audition, and other proprietary tools
- Granted US Patent US10271093B1 - Systems and methods for routing content to an associated output device for controlling a Fire TV with an Alexa device

WORK EXPERIENCE, Cont.

WEST INTERACTIVE • Voice UX Designer • June 2011 - August 2015

- Worked on designing, updating, and maintaining IVRs for various clients in an array of fields including cable and telecommunication companies, banking institutions, health insurance companies, airlines and travel coordinators, and more.
- Redesigned a Fortune 500 cable company's IVR to utilize Natural Language Understanding.
- Conducted research including user interviews, WOZ testing, and writing surveys.
- Mentored junior designers.
- Updated design tools to better meet the team's needs
- Primary design tools included Visio, Word docs, and Excel documents

KEY SKILLS AND DESIGN TOOLS

Flowcharting, Lucidchart, Visio, Gliffy, Omnigraffle, Phrase Mapping, Intent Mapping, Microsoft Office suite, Keynote presentations, PowerPoint presentations, Prototyping, Figma, Balsamiq, VoiceFlow, Dialogflow, Audacity, TTS prompt creation, SSML, Adobe XD, Adobe Photoshop, Adobe Premiere, Adobe Audition, User-Centered Design, writing user stories, writing user journeys, Writing personas, HTML, Usability Testing, WOZ Testing, Round Table Interviews, Survey Design, basic video editing skills, basic audio editing skills

EDUCATION

Bachelor of Arts in English - Creative Writing
Morningside University, Sioux City, IA
2006

REFERENCES

Available upon request