

## Summary

Highly motivated UX designer focused on process improvement with 6+ years experience in Agile workflows, complex product deliveries and product team success.

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## Professional Experience

### Scrum Master

**Lowe's Companies, Inc** – Mooresville, North Carolina

**2019 - Present**

- Collaborate with product managers and UX designers to ensure understanding of user stories and customer needs
- Successfully trained and launched over 8 agile teams by providing series of workshops based on the needs of each team
- Moved multiple teams to self organizing and performing status
- Coordinate, plan, and facilitate quarterly big room planning meetings with attendance of up to 200 people
- Participated in interviewing and onboarding of new team members
- Facilitate actionable retrospectives for continuous improvement
- Incorporated feedback loops at all levels to ensure transparency and open communication

### IT Business Analyst

**Lowe's Companies, Inc** – Mooresville, North Carolina

**2016 - 2019**

- Lead team implementation of Jira as a tool to track initiatives
- Oversaw multiple system projects at a time throughout their entire Software Development Life Cycle (SDLC)
- Coordinated with business users and customers to identify technology needs and initiate process changes where it was most valuable
- Coordinated with distributed business stakeholders in various countries to ensure proper solution execution
- Conducted user workshops, conference calls and monthly business meetings to keep executive staff and the team members apprised of goals, project status, project deliverables, and standing issues
- Analyzed documents like intake requests, business cases and scope documents to fully understand business needs
- Prepared different documents like Business Requirement Document (BRD), Business Solutions Documents (BSD), User Flows, Requirements Traceability Matrices (RTM) and other documents to ensure optimal system delivery

### Management Intern

**Sam's Club** – Kannapolis, North Carolina

**2015 - 2016**

- Worked in all areas of operation within the store learning the different facets of running a successful membership-based, wholesale/retail business
  - Interacted with many different department leads and managers such as Member Services, Front End, Hardlines, Fresh, and Grocery to gain full understanding of the retail structure
  - Oversaw a team of 15 cashiers ensuring shifts ran efficiently, sales goals were met, and store shrink remained at a minimum
  - Developed skills in people management, conflict management, effective leadership, and quick problem solving
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## Education

### UX/UI Certificate

**University of Minnesota** - Minneapolis, Minnesota

June 2022 - December 2022

### Bachelor of Science, Computer Science Information Systems, Minor: Bioinformatics, Cum Laude

**Johnson C. Smith University** - Charlotte, North Carolina

May 2016 - Grade point average: 3.48/4.0

**Certified Scrum Master**, Scrum Alliance – October 2018

**Certified Scrum Product Owner**, Scrum Alliance – October 2019

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## Skills

### Research

A/B Testing  
Affinity Diagrams  
Card Sorting  
Survey Creation  
Persona Creation  
User Interviews Planning  
User Interviews  
User Research  
Usability Testing

### UI Design

Accessible Design  
Information Architecture & Site Mapping  
Redlining & Annotations  
Wireframes & Page Layout  
Prototyping  
Storyboarding  
Sketching

### Tools

Figma  
Miro  
Invision  
Trello  
Jira  
Confluence  
Microsoft Programs