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## PROFESSIONAL EXPERIENCE

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### Experience Design Consultant

URDUJA GROUP, Remote

October 2022- PRESENT

- Collaborate with businesses stakeholders to digitize and optimize operational processes and execute change management projects.
- Conduct competitive analysis to benchmark processes against industry standards and identify opportunities for innovation.
- Design process workflows, ensuring alignment with business goals and compliance standards.
- Organize cross-functional workshops and training sessions to promote a culture of continuous improvement and facilitate projects among team members.
- Implement client projects and provide post-delivery support for high-impact technical initiatives.
- Establish systems to monitor KPIs and ensure ongoing adherence to process improvements and resent findings and recommendations to stakeholders

### UX Designer

DELL TECHNOLOGIES, Los Angeles, CA

October 2020- February 2023

- Developed and delivered designs, that fast tracked onboarding and training for 400+ global teams.
- Collaborated with marketing to build and maintain design systems, utilizing components to create wireframes and responsive prototypes within Figma.
- Conducted design-focused workshops with product managers, engineering teams, and other stakeholders to ensure thorough intake of requirements.
- Drove user research activities utilizing working sessions, journey mapping, user interviews, surveys and verifying customer experiences in Usertesting.
- Documented and communicate project updates, technical challenges, and product concepts to enable transparency and effective decision-making.

### Experience Product Designer

DELL TECHNOLOGIES, Round Rock, TX

June 2018 – October 2020

- Lead the development and maintenance of a global financial and resources reporting application.
- Developed and maintained detailed project plans and product backlog on Confluence and JIRA.
- Collaborated with engineering, data science, and design team members to define requirements, resolve technical challenges, and capture priorities.
- Conducted Agile ceremonies by scheduling and running daily stand ups, sprint planning, reviews, and retrospectives.
- Collected KPIs and OKRs analyzed data using SQL and Excel, visualizing the information within dashboards built with Power BI and Tableau.
- Communicate project updates, technical challenges, and solution strategies to leadership and stakeholders, to enable transparency and effective decision-making.

### Fulfillment Manager

EXOSTAR, Herndon, VA

July 2014 – December 2015

- Managed IAM client relationships worth \$2-\$5 million, ensuring timely and efficient fulfillment of service and security projects
- Conducted in-depth data analysis to forecast product demand, leading to a 10% reduction in inventory costs.
- Partnered with IT and DevOps teams to produce Identity Access Management tools.
- Facilitated stakeholder meetings to align client needs with project requirements, enhancing communication and transparency across departments.
- Developed and communicated operational and technical solutions.
- Prepared release notes and educational content for support teams to ensure smooth client deployments within Identity Access Management framework.
- Utilized data-driven insights utilizing SQL and Tableau to identify cost-saving opportunities.

### Application Administrator

EXOSTAR, Herndon, VA

March 2013 – July 2014

- Led a team to design internal workflows, resulting in a 25% increase in customer satisfaction scores.
- Documented software fixes and escalation procedures, enhanced training, and improve product information.
- Curated and delivered internal training programs for quarterly product releases, enhancing team knowledge and reducing onboarding time.
- Performed quality assurance and defect tracking, implementing corrective actions that reduced software non-compliance incidents.

### IT Associate

**MORGAN FRANKLIN CONSULTING**, McLean, VA

July 2011 - December 2012

- Led procurement activities and managed vendor relationships. Advising management in hardware and software budgeting activities.
- Utilized analytics to conduct system assessments, foresee impacts on SLAs and reveal security risks.
- Designed SharePoint sites and managing form templates, permissions architecture, and custom workflows.
- Managed VMware server farms to route and manage back up servers and images into data recovery sites.
- Produced and enhanced hardware images for deployment to employ Windows System Image manager and AIK.

### Service Desk Analyst

**BAE SYSTEMS**, Sterling, VA

January 2011 - July 2011

- Coordinated product training and defined troubleshooting techniques for known application issues.
- Installed and reconfigured VPN connections and diagnosed abnormalities to resolve network connectivity issues.
- Evaluated Vasco and RSA tokens defects and reconfigured synch discrepancies.
- Utilized Active Directory and Exchange to create and manage user accounts and distribution groups.
- Managed case load, resolutions, and addressed service requests on IBM Maximo.
- Directed Good Enterprise activations and enterprise server administration.

### NASA Project Technician

**NATIONAL AERONAUTICS & SPACE ADMINISTRATION**, Vienna, VA

July 2010 - January 2011

- Cultivated training material to document application modifications.
- Delivered quality assurance support tracking defects and executing performance testing.
- Classified application defects and documented established solutions.
- Supported development teams and acted as a liaison with business and IT stakeholders.
- Configured and troubleshoot hardware and software configurations.
- Managed Active Directory, image backup systems, and Zantaz migration issues.

### FDA Project Technician

**FOOD & DRUG ADMINISTRATION**, Rockville, MD

July 2010 - January 2011

- Employed Peregrine Remedy, and Maximo Ticketing System to create, escalate, and manage case escalations.
- Identified and resolve hardware and software issues.
- Issued and configured user tokens and processed hardware and software requests.
- Conducted Good Enterprise activation and administration support for company issued and BYOD devices.
- Utilized Active Directory and Exchange servers to manage user accounts and group policies.
- Participated in testing activities before and after software releases, site modifications, and security patches.

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## EDUCATION, CERTIFICATIONS, & SKILLS

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**EDUCATION** Virginia Commonwealth University - Bachelor's Degree - Information Systems

**CERTIFICATIONS** CompTIA A+, CompTIA Network+, CompTIA Security+

**AREAS OF EXPERTISE** User Experience Design, User Testing, Data Analysis, Process Creation, Process Improvement, Process Strategy

### APPLICATIONS

**Design** Adobe XD, Figma, Miro, Squarespace, Wix, UserTesting

**Data** Access, Excel, Google Analytics, Power BI, SQL, Tableau

**Project & Operations** Confluence, JIRA, Miro, Monday, NetSuite, Notion, MS Project, Salesforce, ServiceNow, SharePoint, Trello, Visio, Workday

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## AFFILIATIONS

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**Society of Women Engineers**, Active 2017 - Present

