

EXPERIENCE

PRODUCT MANAGER, METROMILE

MAY 2017- CURRENT

- Managed and optimized automation claims tools helped reduced organization costs by partnering with stakeholders and identifying user needs
- Launched and implemented new service chat channel, self service features, and new help center that helped reduce call volume

PRODUCT MANAGER, HILLARY FOR AMERICA

JUNE 2016 - NOV 2016

- Launched the "Event Check-In" product that allows campaign organizers to collect voter information where over 10K voters utilized at each campaign rally
- Partnered and aligned various stakeholders to define and deliver the technology product solutions that help various campaign teams such the finance team and the digital organizing team

PRODUCT MANAGER, DOTLOOP (ACQUIRED BY ZILLOW)

FEB 2015 - JUNE 2016

- Increased iOS app downloads by 30% in six months via project ideation, strategy, project prioritization by working with development and design teams
- Decreased number of support requests by addressing highest volume issues, including research validation and project ownership

PRODUCT DESIGNER - UX RESEARCH, WORKDAY

OCT 2013 - DEC 2014

- Received positive customer feedback on the ease of use of the new user experience on Human Capital Management features which drives 20% of Workday's current revenue
- Introduced new design research methodologies to the product culture by hosting design thinking sessions and the rapid iterative testing and evaluation method

CONTRACT PROJECT MANAGER, BLACKBERRY

MAY 2013 - SEP 2013

- Successfully delivered two integration features on time by operating two scrum teams through communication facilitation with development team and stakeholders

USABILITY ENGINEER, UNIVERSITY OF LIBRARIES IT SERVICES

SEP 2012 - SEPT 2013

- Received positive reviews from patrons and librarians on the re-design of UW Libraries website through interaction design

CONTRACT UX RESEARCHER AND DESIGNER

DEC 2011 - AUG 2012

- Contracted as a UX Research and Designer at Workday, Amazon, Healtho, and other startups in different UX functions such as user experience research, and interaction design

EDUCATION

- University of Washington. Seattle, WA – M.S. in Information Management, HCI focused
- University of California, Irvine. Irvine, CA – B.A. in Cognitive Science and Anthropology