



Organizational hurricane - everything will be labeled and findable. Builder of scalable, human-centric systems that incorporate institutional knowledge and flex to include new ideas. Strong independent worker in supportive environments. Detail thinker with big-picture planning. Will read the first three chapters of any book. Not meek.

 **Design**

 **Process Optimization**

 **Documentation**

 **Management**

Devine Foods dba Cenu Cacao | Assistant General Manager    November 2017 - August 2018

Produce handmade, stoneground chocolates to the highest standard as the only bean-to-bar shop in the Midlands. Responsible for opening and closing the chocolate shop on a daily basis; minimum of £100 per day.

Balance serving customers, shop experience, stocking, manufacturing, clean-up, wholesale orders, design work, and cash flow alone during each shift. Contribute to business decisions about new products and designs, shop layout, and other possible income streams. Advise on technology purchases and forward planning.

Hoodoo Blues | Spreadsheet Wrangler / On-Site Staff    October 2017 - March 2018

Invited to help with pre-event planning for Brown Ale Blues 2018, a three-day international dance festival with 120 dancers and 15 instructors. All duties were carried out remotely, with regular phone and email check-ins - reply to incoming registrations, check on payments, craft standard responses for each of several registration options, track requests for hosting arrangements with locals, and communicate everything concisely to the rest of the team.

Act as on-site Coordinator for the peak times of the event itself - be available at all times to field questions and requests from both volunteers and attendees to ensure a safe and fun event for everyone.

University of Warwick Space Management & Timetabling | Space Planning Officer    April 2017 - June 2017

Fit 10 growing departments into existing building footprints. Using the campus Guidelines, my intuition for space, and negotiating powers - design, present and discuss proposals with Heads of Departments. Assemble information and author a White Paper, in collaboration with representatives from Estates and the Student Union, about social study spaces on campus for students. The paper was presented to and approved by the central planning group on campus.

ParentPay Ltd. | Junior UI / UX Designer    November 2016 - January 2017

Translate user requirements into user journeys, and develop wireframes and functional prototypes. Be an advocate for the user in all situations, including furthering discussions of accessibility needs. Reveal unspoken assumptions and uncommunicated processes, increasing whole team efficiency. Initiate building shareable widget/pattern library, visual vocabulary, and document templates to ensure consistency across the product, consisting of 200+ items. Create documentation for universal field input validation and messaging.

University of Warwick School of Law | IT & Learning Support Officer    March 2016 - June 2016

Create marketing templates for the annual report for use both in print and online that are consistent with new University branding guidelines. Build and apply templates to create posters for print, online, and display on large screens around campus, seen by 2000+ people per day, in line with new University Branding Guidelines.

Compile written instructions, documentation, and advice for 140+ staff and 1000+students on all systems, software, and processes. Document all internal IT processes in 10 new website pages to ensure consistent application of policies during administrative and academic transitions.

San Francisco Public Utilities Commission | Application Interaction Designer   March 2015 - July 2015

User Experience research and design for an internal timekeeping module integrated with task management software. Create wireframes, present prototype to stakeholders, and incorporate feedback from all levels. Edit the specifications and requirements document, sketch thumbnails for process flow, map and understand current systems, market research into other timekeeping software, and conduct ad-hoc user testing.

Other Machine Co. | Retail Interaction Designer    December 2013 - March 2014

Design and implement packaging, creative kit contents, and customer outreach for 250 Kickstarter backers. Research and report on market trends in the "maker" space across the globe, as well as within small-scale manufacturing. Solely responsible for contents, flow, launch, and monitoring of the web store carrying 50+ items to support our portable CNC milling machine. Investigate, test, order, organize, and track inventory (and create associated systems).

Pioneers of the Inevitable dba Songbird | *Quality Assurance Tester/Lead; IT Buddy*    *April 2009 - July 2012*

Rebuild, update, and manage templates for bug reports to ensure that all information is collected up front to reduce response time and churn. Update and maintain how-to guide for the community. Handle up to 100 bug reports and community queries per day. Develop a high-level test plan and QA schedule for the next six months.



Volunteering

Achieving Results in Communities CIC | *Activity Facilitator*    *March 2016 – August 2018*

Individual support and activity facilitator during weekly EcoTherapy@FoundryWood sessions at the community urban woodland. Organize and assist up to 20 attendees performing woodland maintenance, craft, or group cooking tasks.

OwnBooks | *Participant and Designer*  *September 2016 – April 2017*

Assisting with collection, cleaning, labelling, and organizing of over 500 books in the repository for distribution to 10 local schools. Informational flyer and website design and consultation.

Sundown Blues Dance Society | *Founding Board Member; Event Host*    *July 2014 – December 2015*

Board Member : Create documentation of internal processes to facilitate communication between organization volunteers, as well as accountability to community members. Ensure smooth operation of two weekly event venues of 50+ dancers. Attend and provide updates at bi-monthly Board Meetings. Incorporate feedback into Event Host role.

Event Host : Responsible for restructuring community and cultural expectations through outreach, engagement, and policy. Also being present as a Host three nights per month to provide on-site support, manage a team of 15 volunteers, and ensure that new guidelines and processes fit the environment.

The Crucible | *Fire Safety*  *November 2008 – December 2015*

Check in with performers and artists before they light up, assist with their safety procedures, communicate any concerns, and give a go/no-go before running. Maintain a safety perimeter around active fire. Be on hand during both small and large performances to address questions from attendees, performers, or other staff. Attend and assist with yearly Fire Safety training to keep current on procedures. Play with fire. Safely.

FIGMENT Oakland 2015 | *Curation Co-Lead*   *March 2015 – October 2015*

Assist with on-boarding and co-ordinating 73 artists for and during the event, and supporting the other five Curation volunteers. Herd cats. Help with everything. Serve as day-of contact for administrative decisions and point of contact for 2000+ members of the public who attended the one-day festival.

Internal-facing organization, communication, workflow optimization, documentation, *etc.* to keep the participants and eight-person organizing committee up-to-date. Ensure consistency and accuracy by providing templates.

Girls Science Institute | *Activity Lead and Assistant*  *May 2014 & May 2015*

Assist with project set-up in the morning, registration and check-in, maintaining order throughout the day, answer questions, guide exploration, and generally be present as a female STEM role model for 15 11- and 12-year-old girls.

BluesQuake 2014 | *Meeting Chair*    *October 2013 – June 2014*

Ensure that information from 14-person meetings is recorded and shared. Create agenda, solicit further items, keep meetings on track, and ensure that we stick to the event timeline. Find, organize, reference, and maintain documents needed to plan and run a weekend workshop with 827 attendees from all across the US on a nine-month timeline.

Education

2018 Harvard *via* edX, CitiesX (Urban101X)
2014 General Assembly, User Experience Design Intensive
2007 UC Berkeley, Summer Mandarin Chinese
2006 University of St Andrews, Semester abroad
2007 Bryn Mawr College, BA in Physics

Interests

Reading sci-fi, fantasy, historical fiction, non-fiction, cultural history, linguistic analysis, science, poetry, *etc.* **Climbing** trees. **Building** big art. **Making** small art. **Fixing** mechanical problems. **Dancing** solo modern and partnered blues. **Sailing** dinghies and keelboats. **Music.** **Art.** **Scotch.** **Backpacking.** **Travel.** **Fire safety.**

References available upon request.