

Education

Google UX Design Certification – Online	<i>Dec 2021</i>
Western Governors University Teaching College – Online M.Ed. - Learning and Technology	<i>April 2021</i>
Seattle Pacific University School of Education – Seattle, WA B.A. - Family and Consumer Science Secondary Education	<i>June 2020</i>

Skills

- Proficient in Figma for UX/UI design and prototyping
- Strong front-end development skills: HTML, CSS, JavaScript, React, Next.js, React Native, Tailwind CSS
- Experience using VS Code and GitLab for version control and collaborative development
- Excellent communication, organization, and time management skills

Professional Experience

PCM Services LLC <i>UX Engineer</i>	Aug 2024 – Current Remote - Los Angeles
<ul style="list-style-type: none">• Designed and built user experiences across multiple brands under a shared corporate umbrella, supporting both internal tools and customer-facing flows.• Created responsive lead generation flows using a mix of no-code tools and custom-built solutions with React.• Developed and maintained high-converting landing pages, running continuous A/B testing to optimize for lead quality and performance.• Balanced design and front-end responsibilities across multiple teams, ensuring usability, consistency, and responsiveness across platforms.• Adapted quickly to diverse industry needs—ranging from pest control to financial services—while delivering tailored, scalable solutions.	
Hawx Smart Pest Control <i>UX Designer → UX Engineer</i>	Sep 2022 – Aug 2024 Remote - Los Angeles
<ul style="list-style-type: none">• Designed and improved internal tools for door-to-door sales, field technicians, and internal sales reps—focusing on usability, clarity, and consistency across devices.• Promoted to UX Engineer in August 2023 to contribute to front-end development and support cross-functional implementation.• Built responsive, accessible UI components using React, React Native, Next.js, and SCSS.• Collaborated closely with engineers, product teams, and stakeholders to streamline workflows and improve user experience across mobile and tablet.• Led enhancements to sales and service flows, introduced customer-facing features, and supported real-time tracking and scheduling functionality.• Helped drive a 7-point increase in NPS score from 2022 to 2023 (from 45 to 71 as of April 2024), reflecting improved user satisfaction.• Doubled service ticket viewership through improved design and accessibility, increasing customer transparency and trust.	