

[24]7 inc - Alameda, Ca // **Visual Interaction Design** // Dec 2012 - Present

[24]7 is a leading customer support provider with the most live agents deployed in the world.

- Designed multi-modal (voice + touch) applications for Fortune 500 clients.
- Designed an internal tool to visually navigate through complex speech applications.
- Worked with marketing and sales to design scenarios and produce demo videos to pitch prospective clients.
- Designed dashboards for speech analytics.
- Designed feature updates for existing production applications and contributed HTML/CSS to working repositories.
- Served as Design Lead on teams to develop Application Specification documents for prospective clients.
- Conversational UI design for multimodal interactions.
- Work with clients to translate business requirements into meaningful interactive experiences.
- Design & develop prototypes for demonstration of concepts to clients.
- Helped design and run usability tests of new concepts we created.
- Omnichannel interaction design & creating tools to help visualize the interactions.

Freelance - San Ramon, Ca // **Designer** // Present

- Closely working with clients to design logos that best represent them and their product.
- Designed and worked with a developer to create a custom one off application for Android.
- Worked IDEAA, a great non-profit team to create visual identities for conferences & workshops to help provide underserved and underrepresented communities with access to development resources, educators, and leaders.

Trilibis Mobile - San Mateo, Ca // **Designer, Mobile Web** // June 2011 - Dec 2012

- Worked directly with clients to determine best approaches for optimizing sites to cover a range of devices such as iOS, Android, Windows Phone & Blackberry.
- Worked directly with clients to develop User Experience and User Interface concepts - from wireframes to mock ups to site build.
- Research and Development for new CSS and HTML techniques and implementation on a wide variety of devices.
- Developed high-end marketing materials for booth graphics, corporate website designs, products sheets, etc.
- Developed UX/UI concepts for outgoing proposals, working closely with the business development team.
- Projected level of effort estimates for creative output for outgoing proposals.
- Integrated workflow with Engineering team to develop sites efficiently.
- Worked closely with Design team to develop ideas and concepts on a wide range of products as well as best practices for mobile site development.

EDUCATION

Carrington College - Fremont, Ca // **Graphic Design** // 2001

Irvington High School - Fremont, Ca // **Academic** // 2000

THE END.
OR IS IT?