

Education

Louisiana State University

Baton Rouge, LA

UX/UI Design Certification

Experience

Click Here Digital

Baton Rouge, LA

Marketing Coordinator

2023 – 2024

- Designed, prototyped, and optimized user interface frameworks, increasing data fidelity by 15% and boosting user satisfaction scores by 20% post-launch.
- Conducted over 500 detailed user experience evaluations, resulting in a 20% improvement in usability scores and an 18% reduction in UX-related support requests.
- Built and deployed dynamic visual dashboards, increasing stakeholder insight into feature adoption by 25% and reducing decision turnaround time by 30%.
- Worked cross-functionally with five teams to resolve technical challenges, lowering project cycle time by 22% and enhancing communication efficiency by 28%.

Gulf Coast Construction & Restoration

Mandeville, LA

Operations Manager

2023 – 2024

- Managed operations spanning five departments, streamlining workflows to reduce reporting discrepancies by 20% and improving departmental efficiency by 18%.
- Developed and refined operational process interfaces, achieving a 25% reduction in project turnaround time and a 15% increase in team member engagement, reflected in internal surveys.
- Designed and iterated onboarding and training modules, boosting user proficiency scores by 30% and reducing new-contributor onboarding time by 22%.
- Developed and implemented AI-driven workflows, cutting average lead-response time by 50% and improving customer satisfaction ratings by 30%.

Highland Homes Construction

Baton Rouge, LA

Operations Manager

2023 – 2023

- Directed multi-phase project delivery, reducing process delays by 15% and raising on-time completion rates from 78% to 93%.
- Enhanced workflow and user-facing interface processes, lowering overhead by 10% and elevating quality benchmarks by 20% over multiple releases.
- Designed and launched instructional initiatives that drove a 25% increase in client satisfaction and a 17% improvement in post-training feedback scores.

Skills & Interests

Technical: Google Cloud, GA4, CRM systems, Microsoft Office Suite, AI-enabled tools, Python, rapid prototyping, data visualization, user testing, content strategy.

User Interface: Hands-on experience with high-fidelity UI prototyping, iterative UX testing, dynamic dashboard building.

Collaboration: Multidisciplinary team settings, evidence-based iteration, and stakeholder communication.

Interests: Digital product design, travel, hospitality technology, live music, fitness, local cuisine, strategy games.

Language: English