



CAPITAL ONE

Fortune 100 Financial Institution • REMOTE SINCE FEB. 2019

07.18 — Present Director, Experience Design
01.17—06.18 Senior Manager, Experience Design
09.15—12.16 Manager, Experience Design

Leadership

- Led teams of up to 10 entry-level to senior manager designers focused on bringing consumer-grade experiences to our associates who interact with customers in our call centers, back office and physical locations.
- Key leader in crafting a vision of the "Bank of the Future," which was highlighted by our CEO to the entire 47,000+ employee population as the talisman for our company's future.
- Influenced our 90+ person design team as a member of the Senior Leadership Team; completed projects on redefining performance management and crafting a department vision.

Key Results

- Grew the team from 2 designers to a 10 member, full-stack team of UI, UX and service designers
- Delivered the new destination platform for our call centers, replacing a 15 year old legacy system
- Created a new function of internal communication design within the Consumer Bank Design team
- Oversaw the implementation of Agile methodologies into our design team

Distinctions

Speaker, SXSW 2019
Speaker and Emcee, People And Money Talks
Presentation Coach, MX Impact Development Program
Named as an "Emerging Leader" at Capital One
Delegate, OutLeadership forum for LGBT leaders in business
Recognized with commendation awards 5+ times by senior leadership for outstanding contributions

HATTAWAY COMMUNICATIONS

Strategic Communications Firm • WASHINGTON, DC

03.13—08.15 Creative Director

- Served as the Inaugural creative director at the firm, building a practice from zero to three full-time designers, elevating visual design as a core competency of the firm.
- Delivered strategic design assets to a diverse group of non-profit and philanthropic clients, including branding, logos, print and web collateral
- Elevated the company's image by redesigning (and building) the firm's website, standardizing key external-facing assets (job descriptions, business cards, etc.), and improving pitch/marketing materials

THREESPOT

Mission-Driven Digital Agency • WASHINGTON, DC

02.12—03.13 Associate Creative Director
02.11—02.12 Designer

- Designed award-winning work for an inspiring roster of non-profit, philanthropic and governmental clients (2014 Webby Nomination for re-design of biointeractive.org; 2014 Intranet Design Award Winner, Norman Nielson Group, for International Monetary Fund's intranet)
- Developed and presented successful pitches to share the agency's mission and win new clients
- Select clients: National Park Service, U.S. Department of State, Howard Hughes Medical Institute, International Monetary Fund, World Bank, Robert Wood Johnson Foundation

MILLENNIUM CHALLENGE CORPORATION

U.S. Government Agency • WASHINGTON, DC

07.09—01.11 Personal Services Contractor

- Re-designed and re-launched the agency's website, mcc.gov, with a very small internal team
- Designed print and digital collateral, including the agency's annual report
- Traveled to rural Cape Verde to collect interviews, photographs and footage of success stories

LGBTQ VICTORY FUND & LEADERSHIP INSTITUTE

Political Action Committee • WASHINGTON, DC

09.06—07.09 Director, Visual Communications

- Designed all visual communications for the organization, including print collateral, event branding and collateral, email marketing, direct mail pieces, and more
- Worked alongside the head of communications to vet and partner with an outside agency to relaunch the organization's website
- Edited viral video that received 1M+ views, shining a light on anti-gay rhetoric in our legislatures

THE CATHOLIC UNIVERSITY OF AMERICA Bachelor of Music, Vocal Performance, 2006

Magna cum laude graduate with a Bachelor of Music degree in vocal performance with a minor in French; additional coursework in video production, Italian, German, and philosophy. President's Society Member