

I research and design services with people who use and deliver them. I am eligible to work in the EEA, UK and USA. I hold pre-settled status in the United Kingdom and currently live in London.

Experience**User Researcher**The Royal National Institute for Deaf People (RNID)**February 2021 - Present**

Remote (London, UK)

As the first permanent User researcher at RNID, I focus on embedding user research practices across the organisation and its strategies. Beyond proposing, prioritising and doing research to support the design and delivery of all our products and services, I've brought a strategic perspective to scaling our research practice. I've developed tools and processes to share insights across and outside the organisation and trained colleagues to lead research with confidence. I also developed skills in doing research with deaf people who use British Sign Language and working closely with communication support professionals.

User ResearcherWith You**August 2020 - February 2021**

Remote (London, UK)

On the Digital Team at With You, a drug, alcohol and mental health support charity, I planned and delivered regular user research activities to inform decisions about priorities, usability of tools and service offerings. In particular, I led research on a new organisational priority, where I worked with service users, frontline staff and clinical experts to understand peoples' needs when accessing needle and syringe services or harm reduction advice whilst injecting drugs. I also supported on parallel projects through usability and content testing and gathering feedback on prototypes and live designs. I strengthened my trauma-informed research skills and how to do research with people who are digitally excluded.

Service DesignerDesign Against Crime Research Centre**September 2019 - July 2020**

London, UK and Remote

I led the service design and research for a client project to lower theft at automated tills in supermarkets. We shaped an approach where we could work closely with users and staff who deliver the service to focus on improving the customer experience and journeys throughout checkout in order to reduce frustration and common theft. Contextual inquiries and group workshops helped us gather data which we translated into concepts ready to test. I managed two interns as well as client relationships and delivery.

Design Research InternSTBY**August 2019 - January 2020**

London, UK

I supported a team of ethnographers & design researchers through client projects for various international organisations, including Spotify, Google, and What Design Can Do. I focused on contributing desk research and designing materials to facilitate workshops with users. I assisted with documentation and analysis, helping to draw out key findings and deliver actionable insights for handover to clients.

Industrial Design StudentDesign Against Crime Research Centre**April 2018 - July 2019**

London, UK

I co-designed a market street revival alongside residents, market traders and Camden council. We used ethnography, qualitative research methods and collaborative design workshops to engage residents and traders in understanding the current state of the market and how it might improve. By designing tools for engagement and utilising storytelling methods, residents and traders had the tools to share their visions. Our research uncovered insights which led to the design of open-source market stalls built for shared community use, supported by an online service prototyped and built with residents.

Education	MA Industrial Design September 2017 - July 2019 University of the Arts London, Central Saint Martins London, UK I graduated with distinction. I focused on exploring co-design methodologies, public collaboration, service design and inclusion. Adam Thorpe of Design Against Crime Research Centre was my mentor.
	BSc Economics and International Development August 2012 - May 2016 Tulane University New Orleans, USA I graduated Cum Laude. I was awarded a full-tuition Dean's Honour Scholarship upon admission, based on the submission of a creative project which focused on local storytelling in the digital age.
	[IN] Arch Programme June - August 2015 UC Berkeley College of Environmental Design Berkeley, USA I was awarded distinction. During an intensive design studio introducing prospective graduate students to theories and practices of architectural design, I developed strategies for addressing site conditions, creating analog & digital representations and exhibiting for expert review panels.
Speaker	Facilitating inclusive research with deaf people October 2021 I was a speaker at Magnify Conference sharing how to remove barriers and do research with deaf people.
	Designing an inclusive participant experience September 2021 I was a speaker at the Radical Research Summit describing how to design research around a safe, welcoming and inclusive participant experience.
	Co-designing Chalton Street Market March 2019 I was a speaker at the Tate Exchange sharing a case study in co-designing a market street with residents.
Community	Design With Newsletter July 2020 - Present I write a regular newsletter exploring participatory approaches to service design, research and innovation.
	Organiser February 2021 - Present The Design Justice Network is a community of people committed to designing and building more safe, just and sustainable worlds. I was involved in the global communications working group from February 2021 and this year transitioned to organising the local Design Justice London node .
	Member April 2022 - Present I'm a member of the Co-Design Community of Practice , a network of practitioners learning and sharing about creative and participatory ways to engage people in our work.