

---

# SOPHIE HENRY - PORTFOLIO

---

---

# Bonjour !



## Case Studies

Digital Transformation at a Fortune 500 company

Re-imagining the Prospect to Tenant Journey

Care Management & Patient Engagement Platform

UNICEF

RMS

## Leadership Skills

Design Thinking Coaching

Workshop Facilitation

User Research

Publications & Teaching

---

---

WORK

---

# BUSINESS SOLUTIONS FORTUNE 500 COMPANY

## Introducing Design Sprints as part of a company-wide digital transformation

Faced with competitive pressure, the client needed to increase their operational cost efficiency and launched a company-wide initiative to digitize internal processes. This meant introducing a systemic approach to identify opportunities and to redesign processes while leveraging in-house talent from business, technology and design groups. I was asked to organize and facilitate design sprints for four initiatives and to concurrently coach a cross-disciplinary team of designers, product owners, and developers.

- I worked closely with the team leading the Digital Transformation effort to prioritize initiatives for potential impact
- I aligned with business stakeholders on constraints and requirements specific to their teams and business area, and collaborated closely with the director of user experience to set her up for success internally
- I coached a group of product owners, designers, developers and user researchers on how to run design sprints from research and preparation to validation and business case reporting
- I taught by example by running two three-day design sprints to expose the format, then advised on two additional ones
- I delivered a playbook tailored to the specific needs of the client

### What I learned:

*Design Sprints are essential elements of a Digital Transformation effort. They accelerate initiatives and offer a powerful way to leverage a company's in-house talent.*



### PUT YOUR TEAM TOGETHER

Having the right team to prepare and run your sprint, as well as the right participants in the room, allows you to optimize the time spent in the sprint itself

<b>Sprint team</b>	<b>SPRINT LEAD &amp; FACILITATORS</b> Facilitators must be thoroughly familiar with the methodology and problem statement. The sprint lead will also need knowledge of the business and project management skills.	<b>TECHNOLOGY &amp; DESIGN EXPERTS</b> A multi-disciplinary team is necessary to run a concept sprint. Designers help the team translate their ideas into a testable future vision, and technology experts help set priorities in the roadmap.
--------------------	---	---

### LIGHTNING IDEATION

<b>Time</b>	• 45 minutes (Individual)
<b>Objective</b>	• Produce as many ideas as possible to improve the user experience based upon the pain point prioritization
<b>Instructions</b>	• For each pain point discussed earlier, individuals come up with as many ideas as they can in a restricted timeframe imposed by the facilitator • Participants should use one Post-it per idea. Text, sketches or flowcharts can be used to describe the ideas. Identify the pain point the idea is for in a corner of each Post-it. (5 min per pain point)
<b>Props</b>	

### LIGHTNING IDEATION TIPS AND EXAMPLES

<b>Facilitator Tips</b>	<ul style="list-style-type: none"><li>• If people get stuck, ask questions to boost their thinking such as "What if there was no screen? How could [technology XYZ] be used?"</li><li>• If you have two facilitators, have one facilitate the conversation while the other moves Post-its to the board and starts clustering them</li><li>• If new ideas come up during the share out of ideas, make sure to write them down on a new Post-it and to add it to the board</li></ul>
-------------------------	--

Two small images showing people working on sticky notes during a design sprint. The left image shows a person writing on a sticky note, and the right image shows a person holding up a sticky note.

# BUSINESS SOLUTIONS FORTUNE 500 COMPANY

## Improving internal processes with Design Thinking

### Create a better experience for employees in need of HR assistance

- The 35 participants in this first sprint arrived at a phased solution focused on improvements to the internal HR portal search tool and content so that an AI-based chatbot could be implemented to help employees going through major life events (planning, research, facilitation, prototype design)

### Digitize the invoicing and collection experience

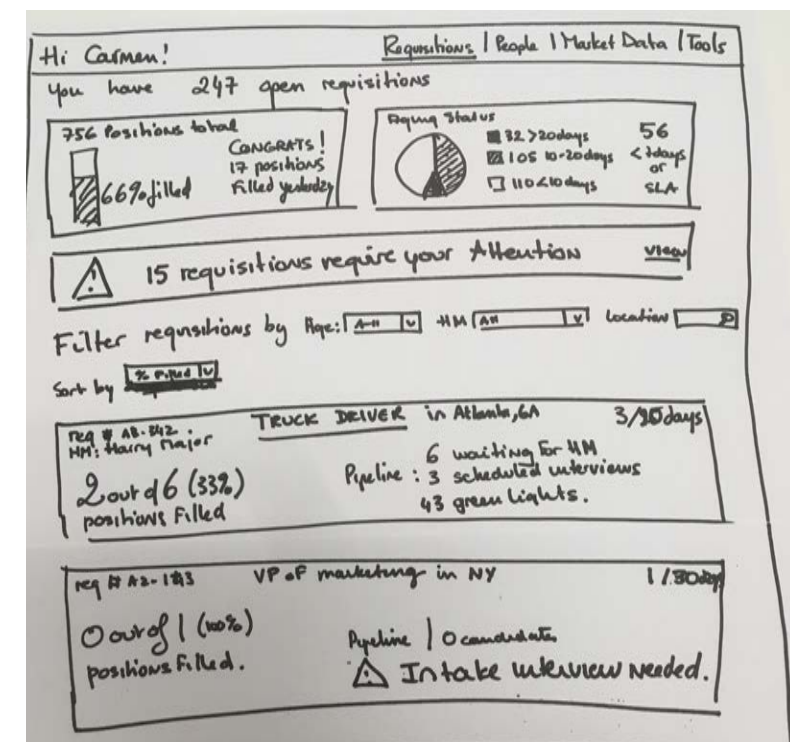
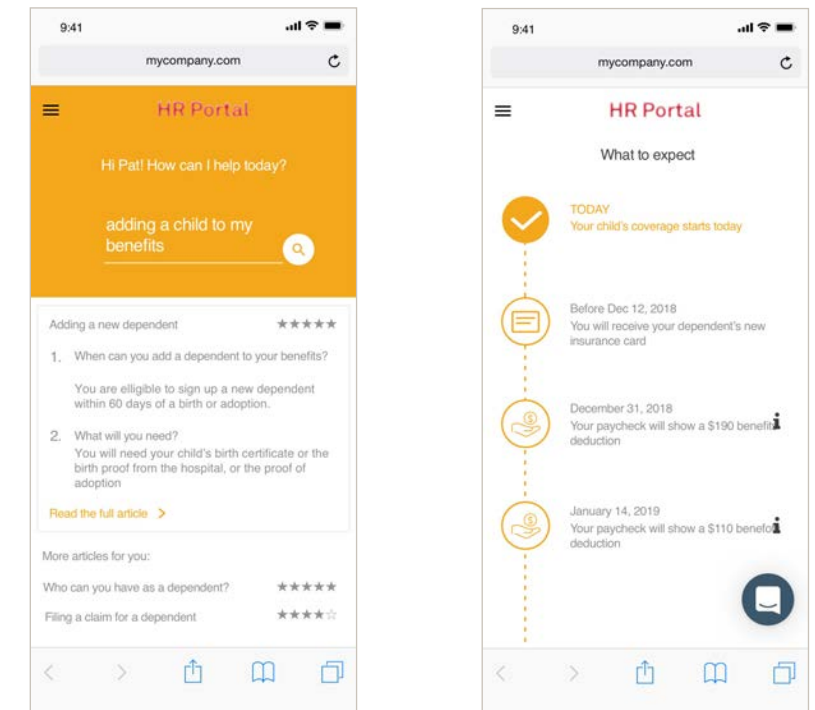
- The team identified multiple solutions including a list of system integration issues to resolve that were added to an existing effort, saving development costs (research, prototype design and facilitation)

### Improve sourcing and screening processes for recruiters

- By focusing on delivering a candidate-friendly mobile application and leveraging AI technology, the team designed an innovative solution that removed the need for recruiters to intervene in the screening process unless absolutely necessary, freeing them to contact only relevant candidates. (planning, research, facilitation, coaching)

### Transform tax notice resolution processes

- The team aligned on a vision of key features to be delivered across business units. The sprint was the first time many members of this geographically dispersed division met their coworkers in person. (planning, research, coaching)



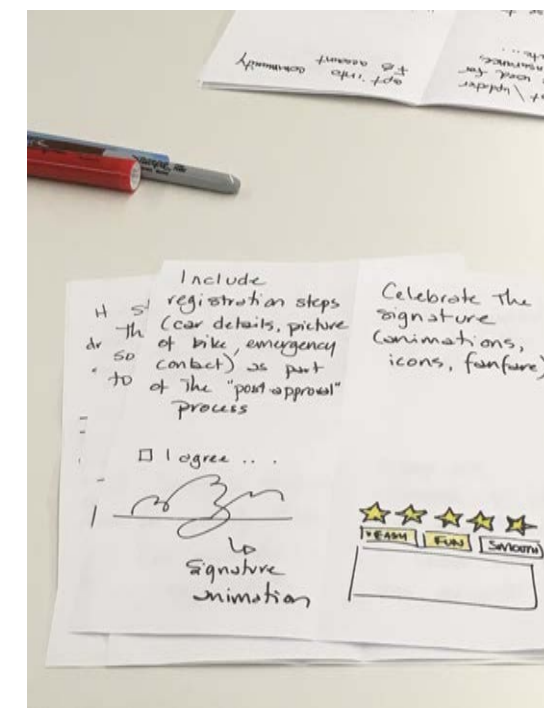


# REAL ESTATE COMMUNITY DEVELOPER

Redesigning the customer experience for prospect tenants while improving cost efficiency and employee job satisfaction

After collecting data on their tenants' experience, the client decided to focus on the prospect journey to find innovative ways to improve the customer experience, cut operational costs, and increase associate job satisfaction.

- I gathered and synthesized existing and new research on tenant and associate experiences with the prospect to tenant journey
- I facilitated a five-day design sprint with stakeholders, managers and associates from divisions involved in tenant acquisition or operations
- After the design sprint, I summarized the vision for the future prospect-to-tenant experience in a single service blueprint
- With the design sprint output in hand, the client developed an MVP for the experience through implementation of a chatbot for prospects



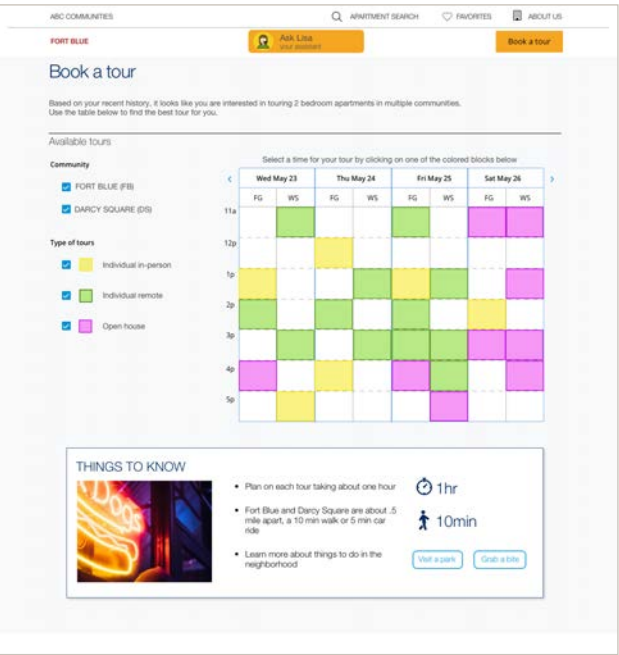
## What I learned:

*By combining user-centered and collaborative design in a design sprint, the client successfully and simultaneously reached objectives that may originally have appeared to be incompatible*

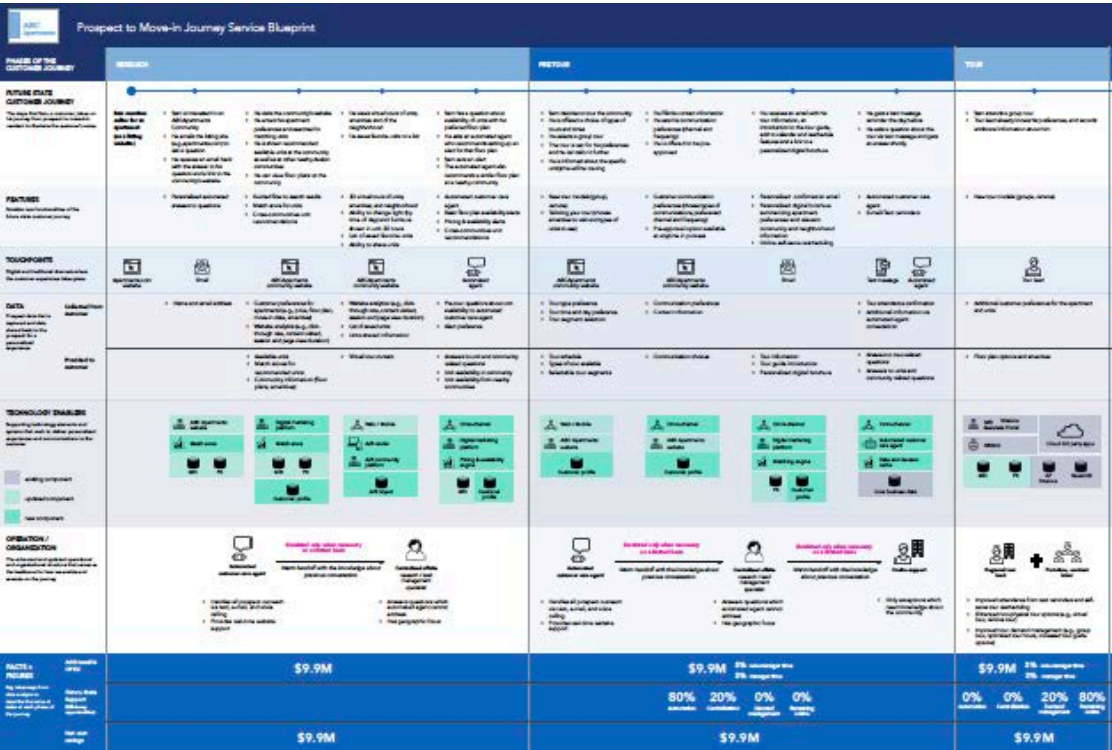
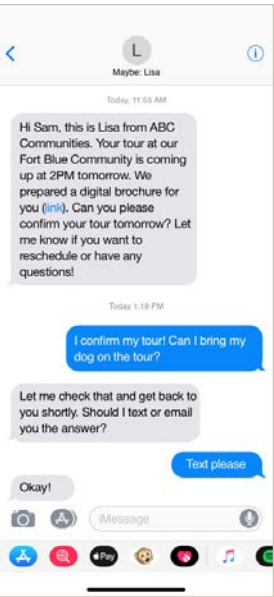
# REAL ESTATE COMMUNITY DEVELOPER

## Deliverables

1. A multi-format digital prototype validated with employees and prospect tenants during the sprint
3. Illustrated storyboards of the full future experience



2. A service blueprint describing the new prospect to tenant journey, the technology enablers required to support it, and the operational cost savings to be expected





# HEALTH INSURANCE COMPANY

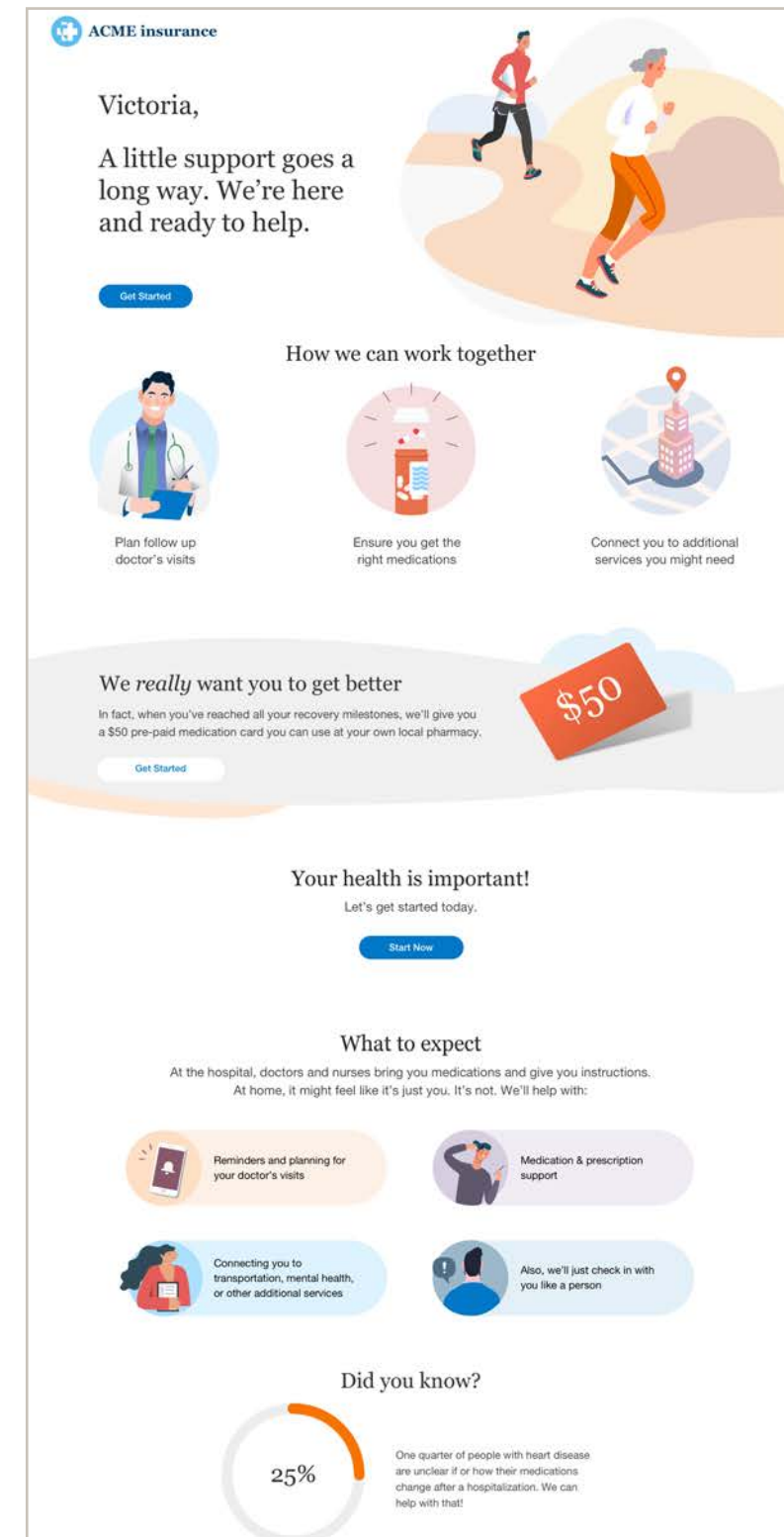
## Designing a care management platform for personalized patient engagement

A leader in Healthcare Consulting Services wanted to build a working tool in 3 months to highlight their know-how in healthcare technology integration, patient engagement strategies and care management best practices.

- I planned, executed and synthesized user research with patients and care managers to inform product definition and design
- I facilitated design thinking workshops with stakeholders to get alignment on product requirements, MVP definition, and design direction
- I managed a team of ux designers, visual designers and a copywriter to deliver all design assets for the MVP implementation
- I handled communications and reviews with the product and development teams (all in remote locations)
- I kept stakeholders updated and participated in strategic conversations to steer the product's definition and use

### What I learned:


*Designers are in the best position to be the bridge between stakeholders and departments on complex products involving multiple audiences and objectives.*





# CARE MANAGEMENT PLATFORM: DELIVERABLES

## User research synthesis: personas and user journeys



**Dan** 41, warehouse manager

DISADVANTAGED DISCONNECTED/BUSY CONVENIENCE MEMBER

### Attitude and Behaviors

- I am a tough guy. I can take care of things on my own usually, but lately it's been hard to keep my head above the water and I have been depressed
- It's really tough to admit to myself that I am sick. I'm ashamed I let things go so badly that I almost died and I don't want to appear weak to others
- I haven't made the effort to get a new PCP since I changed plans. I avoid doctors
- I am not sure of how much my efforts will really help me get better. I tried to change some things in the past, but didn't feel the difference
- I'm impulsive and don't keep track very carefully of what I do and eat

*"I want to feel better, but I get overwhelmed when I hear of all the things I have to do to be healthy."*

### Goals and Needs

- I want to enjoy my life. I need a lot of persuasion to do something that will be good to me in the long term
- I want to go on with my life as usual as much as possible
- I need to keep working. Being able to work is critical to me. I need to feel I'm useful
- I need to be pushed but also need to feel respected

### Pain Points and Frustrations

- I don't know where to start to get better. Everything seems daunting. Can I just get some medicine to fix this?
- I am confused by the healthcare system and don't know who to trust and who is really "on my side"
- Information I find is too generic and doesn't seem for me. It's too much effort and can be scary to go through the information
- In the hospital, I was worried about how much this would cost me. I still receive bills and I'm not sure I have to pay
- I liked the care in the hospital but now I'm on my own and it's scary. Was I really ready to go home?
- I don't understand the language doctors use and I don't know what questions to ask. When I do ask questions, I feel I'm not getting a straight answer
- I don't want to be held to appointments. I need something more flexible and more "anonymous". I feel more comfortable exchanging text messages for example
- When I ask for help, I'm told to go to my doctor, but since I work at night, and sleep during the day, it's hard to find the time to do that

### Tools

- My entire life is on my phone
- Favorite apps
  - YouTube

### Background

I am a divorced dad living in Galveston, Tx. My kids live with their mom. I work the night shift at a warehouse. I live alone so I can sleep during the day. I like the team I work with. I am a drummer in a rock band and I love music and being on stage.


I was diagnosed with **diabetes** 7 years ago. I know I'm supposed to watch my diet but I often slip. I had a foot wound that **got infected**. A coworker noticed I could barely walk and took me to the ER. I was hospitalized immediately for **septicemia**.

**Motivation level**


Low  High

To gain my trust you must:

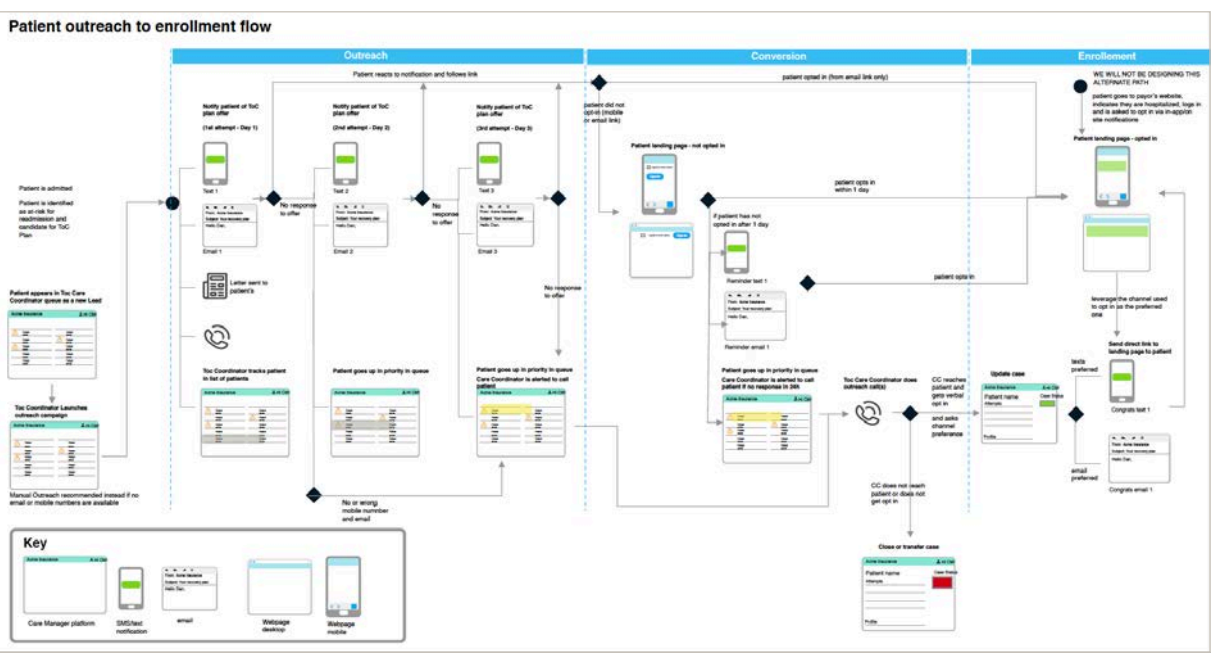
- Show you are listening to me
- Treat me as an individual



Dan's Care Management Journey (disconnected member)

<b>Dan's Actions &amp; Steps</b>	<ul style="list-style-type: none"><li>Dan goes to the ER with an infected foot wound</li><li>He is admitted overnight</li><li>Doctors explain to Dan he has septicemia</li><li>They also diagnose him with mild depression</li><li>They start treatment and check on him regularly</li><li>Dan learns he will go home soon</li><li>He is given instructions, prescriptions, and information in his discharge package</li><li>Dan goes back home</li><li>Dan receives messages from his insurance regarding care management which he ignores</li><li>He returns to work</li><li>Dan has his first direct contact with someone from the insurance's CM team</li><li>He agrees to try care management</li><li>Dan answers the CM's needs assessment</li><li>Dan and his CM discuss and agree on his goals</li><li>Dan is scheduled by his CM for an appointment with a new PCP. The CM makes sure he goes to the appointment.</li><li>CM regularly checks on Dan</li><li>Dan has a question about his wound and sends a picture of it to his CM</li><li>CM reviews the picture and discusses with Dan how to take care of his wound dressing</li><li>Dan has a text call with the CM</li><li>He graduates from the care management program</li></ul>
<b>Dan's Thoughts</b>	<ul style="list-style-type: none"><li>What is this going to cost me? How much time off of work will I need?</li><li>I didn't want to admit I was sick but I know I wasn't well. It's hard to stay healthy.</li><li>I don't feel entirely ready to go back home. I am overwhelmed by the information I'm given yet I don't know what questions to ask.</li><li>Recovering is hard and I don't know who to turn to for questions. I'll just toughen it out and work will keep me busy</li><li>I need help but I am not willing to admit it. I feel abandoned. To gain my trust, you will need to prove you are on my side and take quick practical steps.</li><li>I need things to be made easy for me: schedule appointments with doctors for me, let me contact you when I want.</li><li>I have goals and reasons to get better - my kids, my music.</li><li>I like the feeling of anonymity that messaging offers.</li><li>Is there a community support group or another person I can get help from?</li></ul>
<b>Dan's Emotional State</b>	
<b>Milestones</b>	<ul style="list-style-type: none"><li>Admission</li><li>Discharge from hospital</li><li>Transition home</li><li>Care management start</li><li>Readmission avoided</li><li>Graduation</li></ul>
<b>CM Team Thoughts</b>	<ul style="list-style-type: none"><li>The earlier we can plan for the care management needs of an admitted patient the better.</li><li>I need information from the CMs and hospital staff to better help our members. It helps to have relations in place with them.</li><li>Doctors and nurses use language that patients don't understand. I can explain what is going on and when they will be ready to go home.</li><li>People lose their motivation to get better once they return to work, they return to their old habits</li><li>I coordinate with other specialists if there is a need for behavioral health or social services.</li><li>I have to collect a lot of information and take notes while I'm talking on the phone with the member and consulting their file.</li><li>Members will stop answering you when they are not doing well. We try different channels to reach out to them.</li><li>It's hard to close a case when I'm not sure the member is ready.</li></ul>
<b>CM Team Actions &amp; Steps</b>	<ul style="list-style-type: none"><li>Team reviews hospital admissions reports</li><li>Patient cases are reviewed by CMs and added for risk</li><li>CMs assign cases to Care Management Team</li><li>If case is resolved before member is discharged, CM team will try to reach member before they leave the hospital and help prepare the transition home</li><li>CM team reaches out</li><li>CMs call every other day at different times of the day</li><li>Letter is sent to member address</li><li>CM gets Dan to agree to work with her</li><li>CM provides Dan with information about local services available (e.g. nearest pharmacy with low prices for his prescriptions)</li><li>CM builds a PCP for Dan and schedules an appointment for him</li><li>CM performs needs assessment with Dan in a conversational style</li><li>CM creates care management plan</li><li>CM works with specialists from CM team to line up the services Dan needs</li><li>CM builds a PCP for Dan and schedules an appointment for him</li><li>CM sets piece of follow up contacts and checks regularly on Dan</li><li>CM and CM team work with Dan on meeting goals and taking care of their health</li><li>CM answers questions when contacted by Dan (multiple times)</li><li>CM graduates Dan</li><li>CM closes case</li></ul>

## Wireframes and flows



Variation shown: Opt-in / Comforting tone / Low urgency

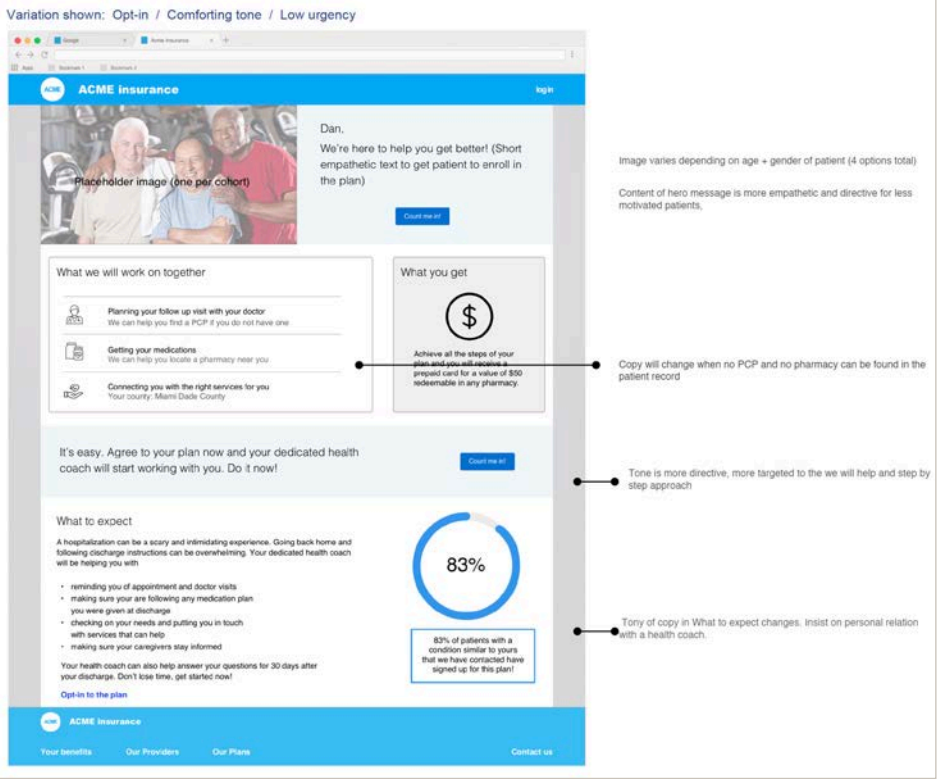


Image varies depending on age + gender of patient (4 options total)

Content of hero message is more empathetic and directive for less motivated patients.

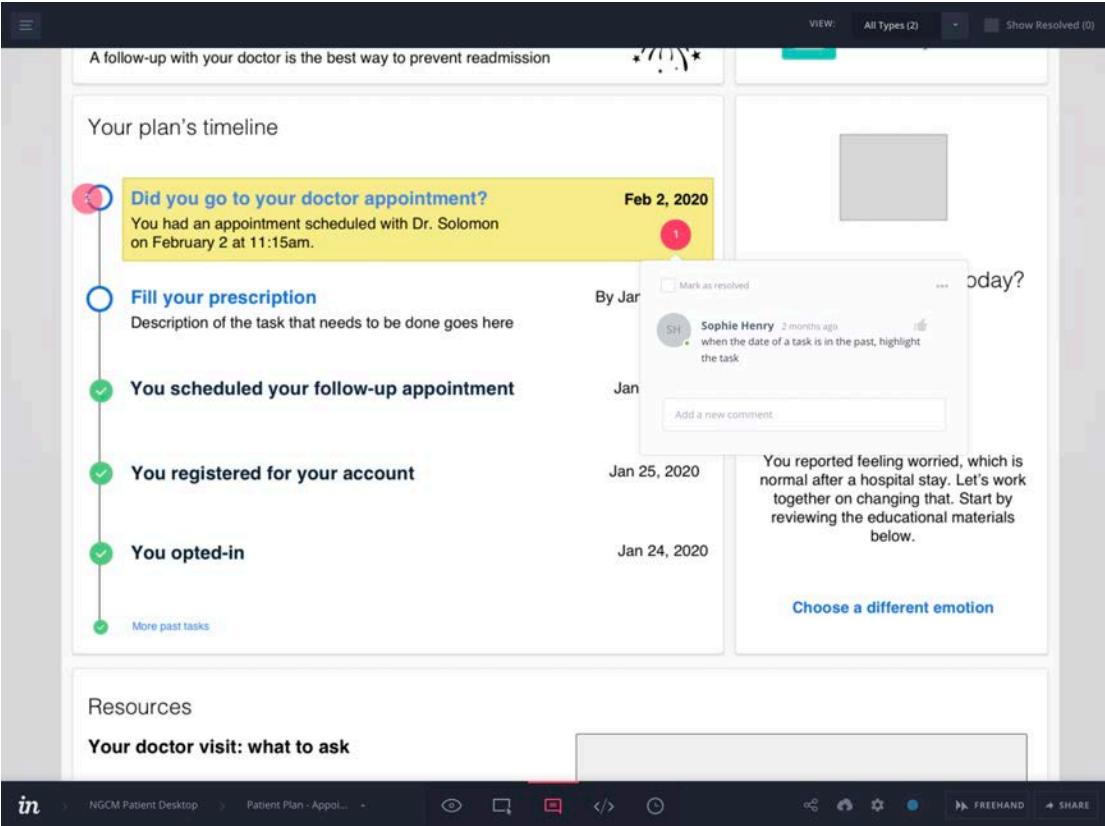
Copy will change when no PCP and no pharmacy can be found in the patient record

Tone is more directive, more targeted to the we will help and step by step approach

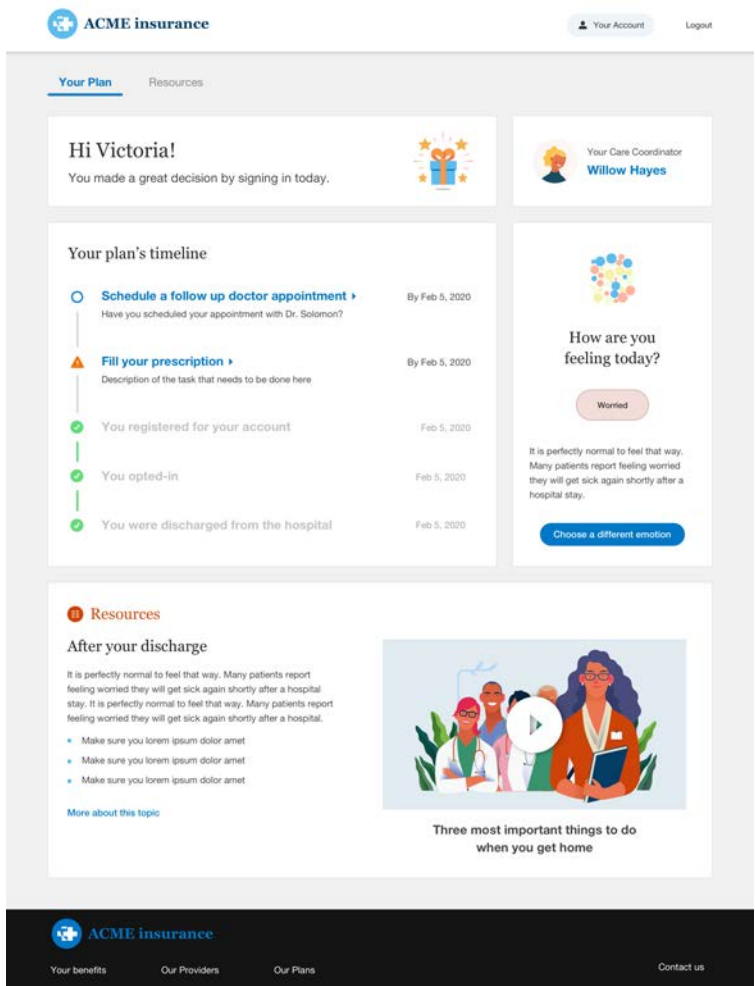
Tony of copy in What to expect changes. Insist on personal relation with a health coach.

# CARE MANAGEMENT PLATFORM: DELIVERABLES

Annotated InVision prototype(s) for designers and developers



Visual designs, style guides and copy deck



Primary Calls to Action



Secondary Calls to Action





# UNICEF

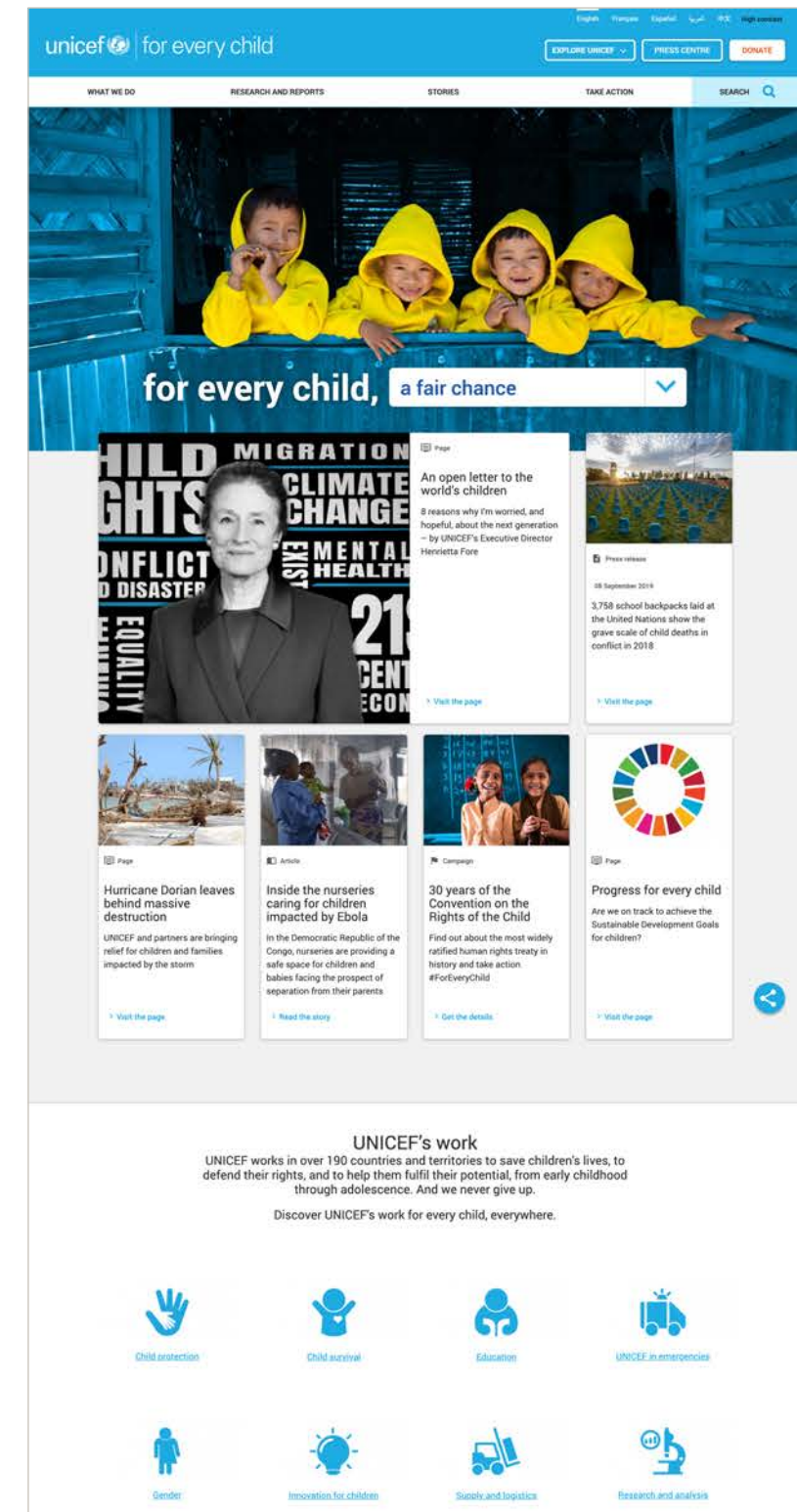
## Redesigning the user and content publishing experiences of the UNICEF website ecosystem

UNICEF manages over 200 websites, from their global portal (www.unicef.org) to country or campaign specific sites. To increase content publishing efficiency as well as brand adherence, UNICEF needed to deploy simultaneously a new content management system and a redesign of their web ecosystem.

- I researched end-user and content publisher needs. I reviewed site analytics and interviewed global, regional, and country teams to identify the main content needs and the most important pain points of the current publishing workflows and rules.
- Leveraging our client's content strategy, I aligned the purpose of each type of content to be published with end-user needs and institution objectives, leading to a slimmed down set of page templates, Drupal content types, and design modules
- With a team of ux and visual designers, I created a flexible and responsive design system based on the principles of atomic design
- I translated publishing rules and workflows into user stories and requirements developers and business owners could use
- I designed a navigation structure for the ecosystem that significantly simplified production and maintenance of content
- I trained the publishing team on how to use the final product

### *What I learned:*

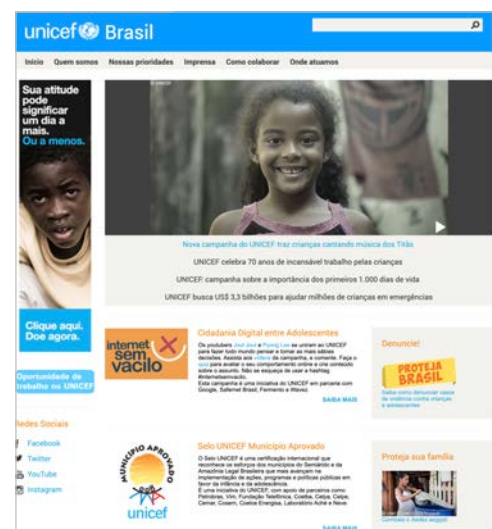
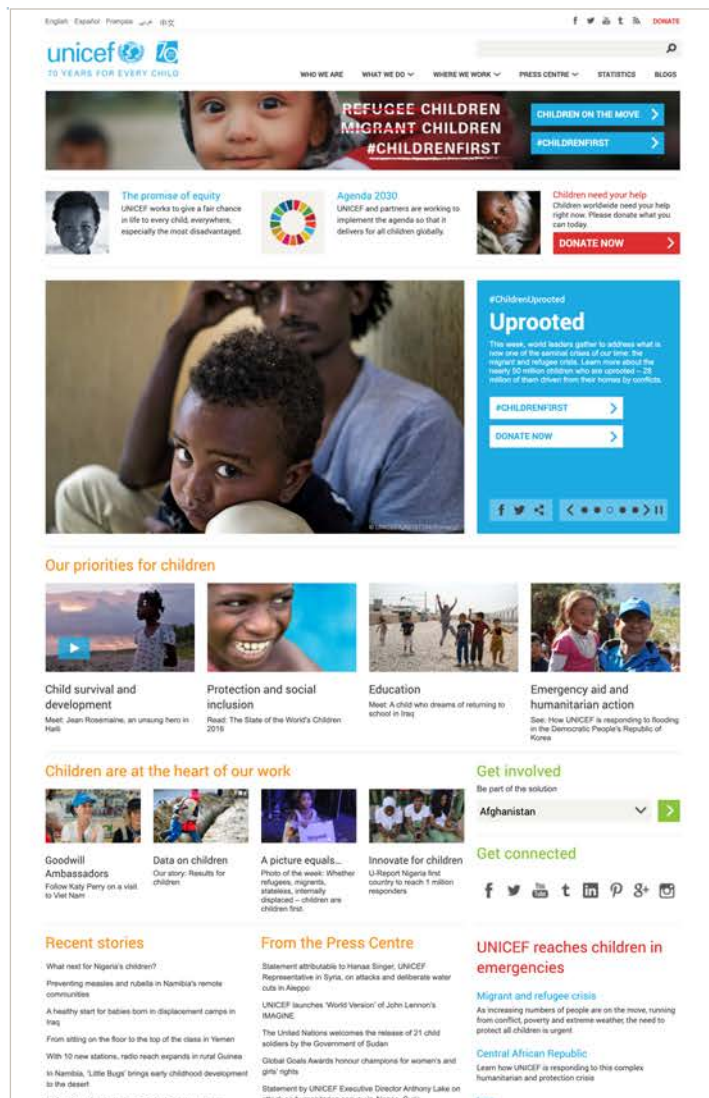
*Articulating the purpose of the product at every level (from concepts to design system components) was helpful to designers and clients*



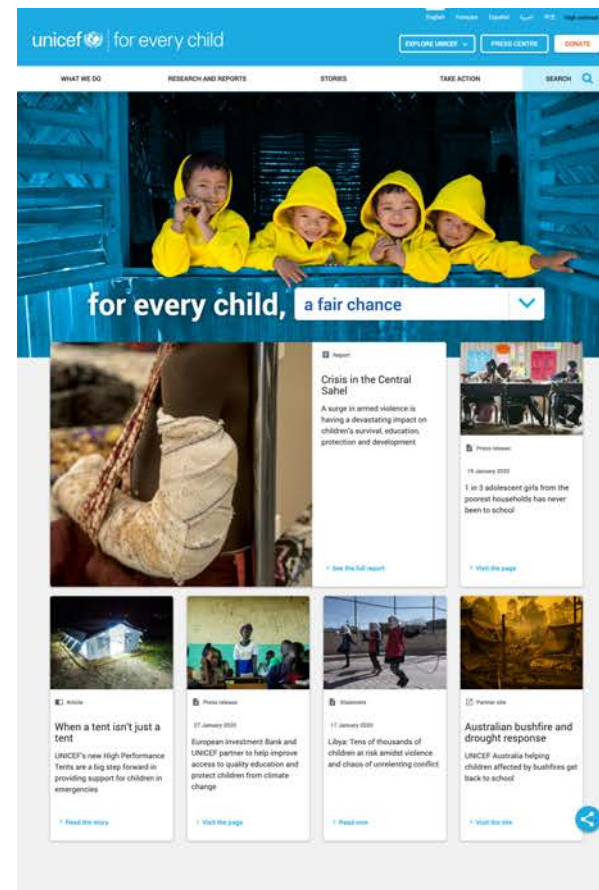


# UNICEF: IMPACT

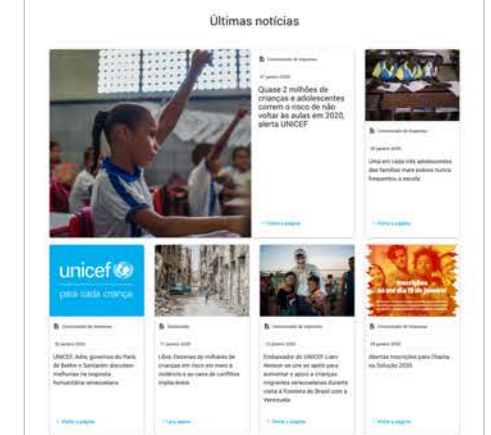
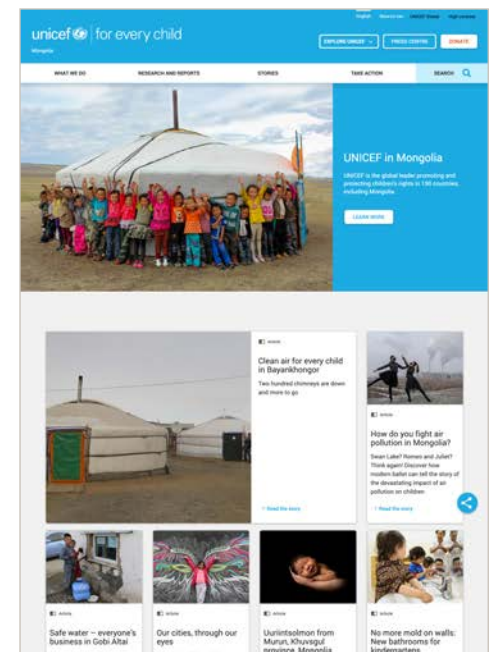
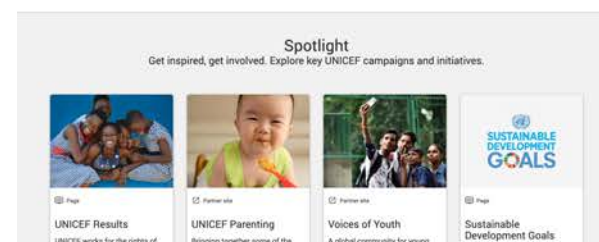
From



To



UNICEF's work  
UNICEF works in over 190 countries and territories to save children's lives, to defend their rights, and to help them fulfil their potential, from early childhood through adolescence. And we never give up.  
Discover UNICEF's work for every child, everywhere.





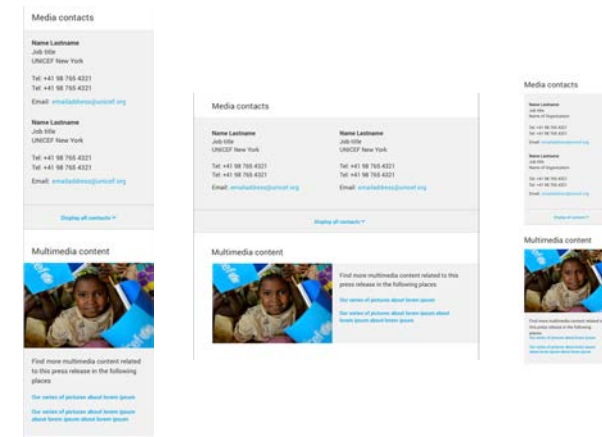
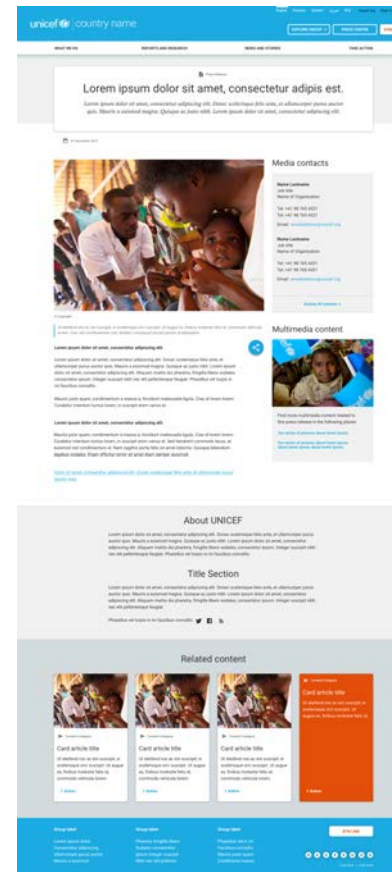
# UNICEF: DELIVERABLES

## Annotated wireframes (for selected pages)



- Content type module. Displays "PRESS RELEASE" by default, otherwise if Press release has a subcategory (News Note, Statement) display that
- Title Module  
Title + subtitle if applicable
- Metadata Module  
For a PR, there is always at least a city and a date. Content can be Cities, Countries, Date
- Share Module
- Photo Module - Optional
- Text Module - Required
- Media Contacts Module - Required (To be verified)  
Media Contacts can be from UNICEF or Partners. Need to indicate Organization, Name, Title (optional), Phone and/or email. We will show up to 3 contacts. If more are available, the user can expand the module to view the other ones.
- Media Resources Module - Optional  
Some PRs have additional material available (photos/videos). There can be multiple sources for a single PR. Pull one picture from the first resource to display and list links (shortened) to resources.
- Promo module, About Unicef state - required  
Default blurb about unicef in most cases. Combine "Follow UNICEF" content with it.
- Promo module, About partner state - optional  
Presentation of partner PR publisher. Just text.
- Tags module - Required
- Repeat Share module
- Related Content module - Required  
Puffs three tiles with related content.

## Design system components and page templates (in 3 screen sizes - desktop, tablet, mobile)



## Functional specifications (user stories) for each template and component



### Press Release

As a global or local content publisher, I need a page template so that I can publish a press release, with a hero image or video, who to contact, links to multimedia assets, about UNICEF content and link to related stories on the site.

# RMS

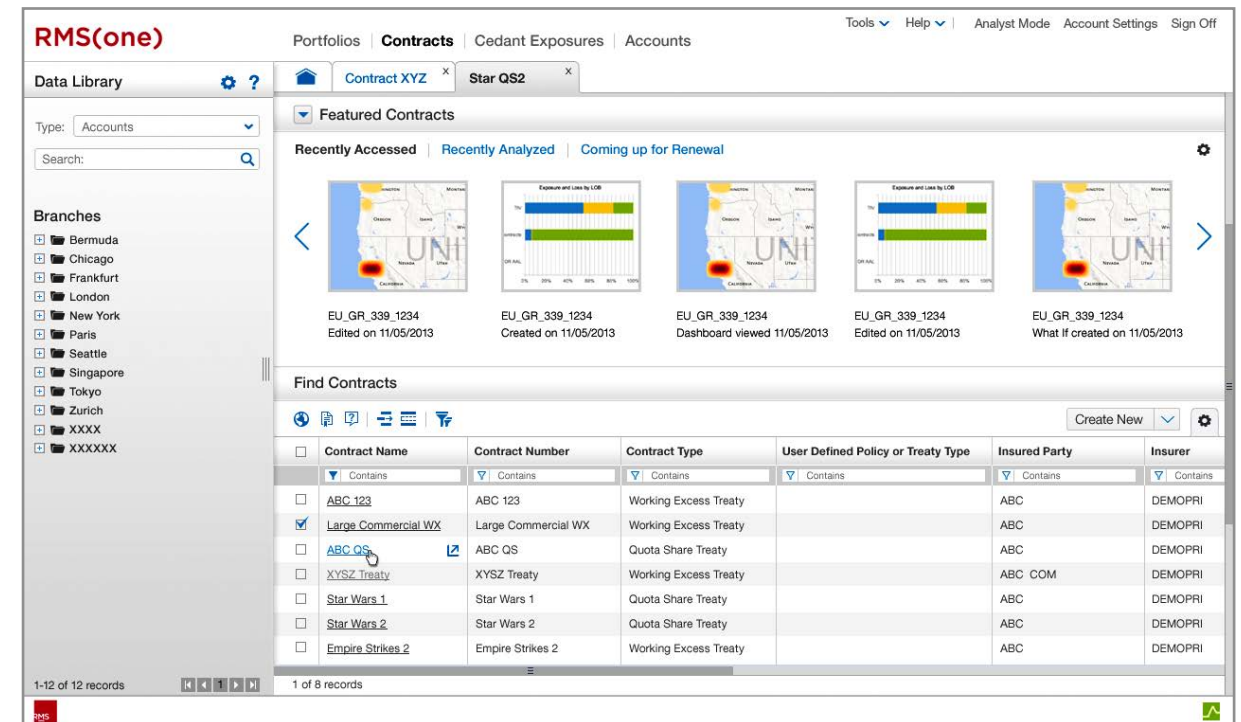
## Redesigning a data-intensive risk-management platform for insurance companies

RMS is the leader in large catastrophe modeling for the insurance industry. Its main product, the RMS(one) cloud-based platform, supports modelers, analysts and risk managers in making key pricing and investment decisions.

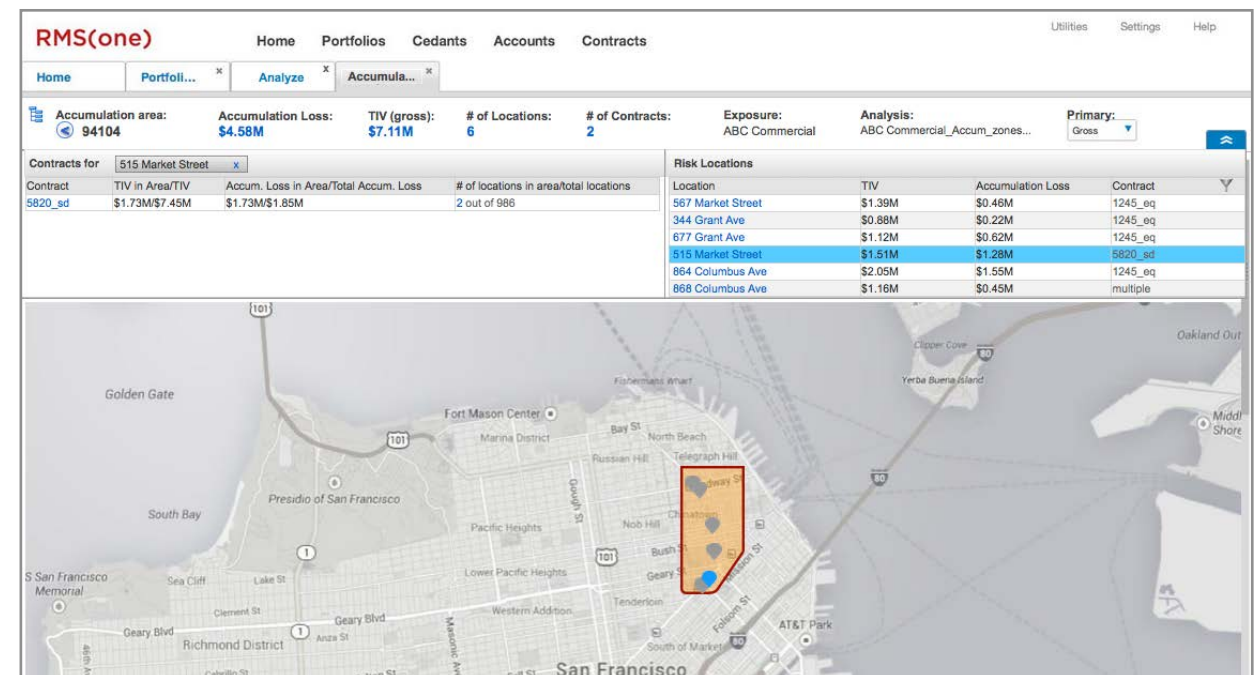
RMS originally wanted only a few key screens to be redesigned to simplify document management tasks. I worked on cleaner page layouts, introducing icons, and improving page-level usability. In parallel, I identified key navigational issues that undermined flow and task completion. Working closely with the VP of product management, I pushed forward a more extensive product and UX strategy plan for the company that addressed these issues and helped prioritize product features from a user-centric perspective.

### *What I learned:*

*Careful execution of details makes a good foundation for tackling tougher UX issues*



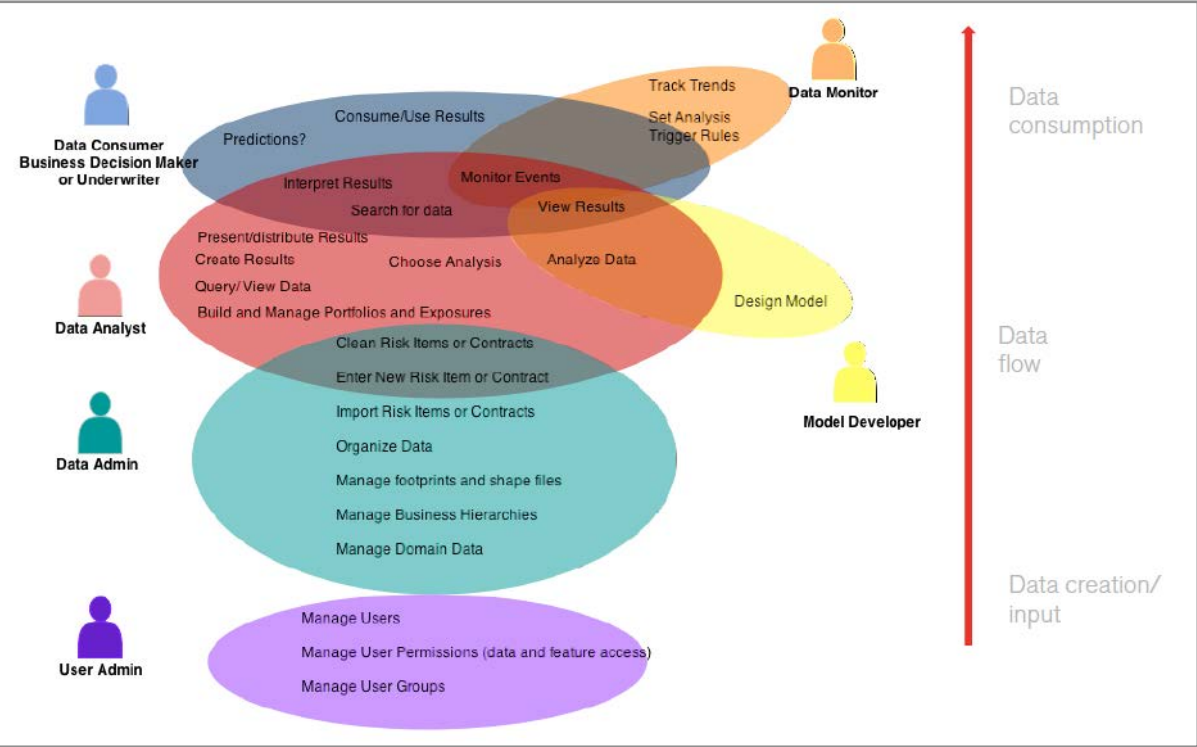
improved layouts and visuals



interactive prototypes

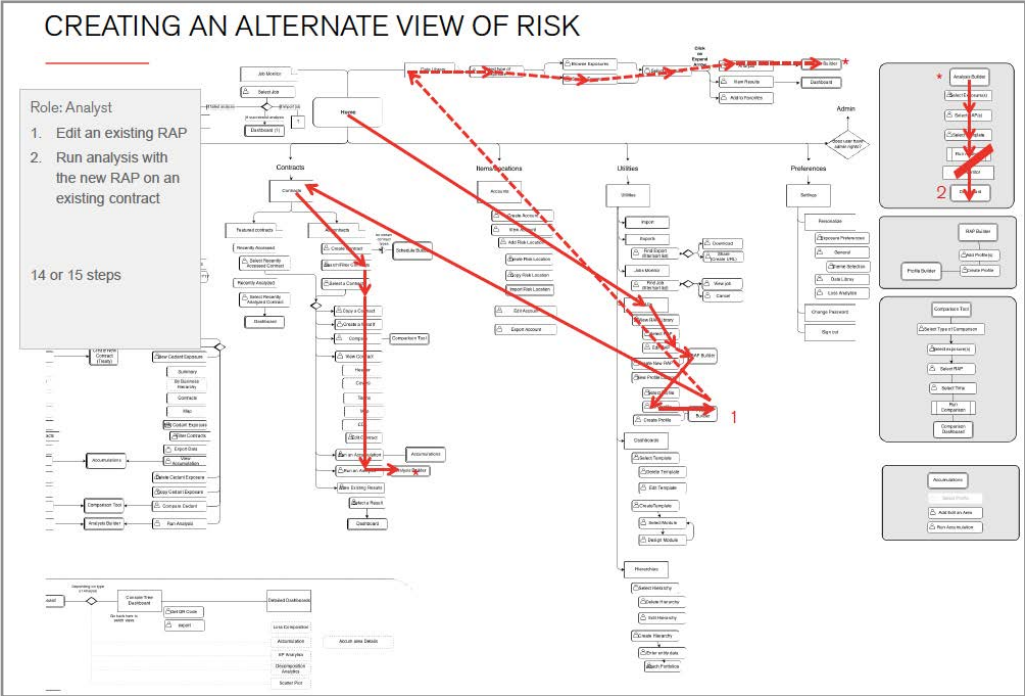


# RMS: ADDITIONAL DELIVERABLES

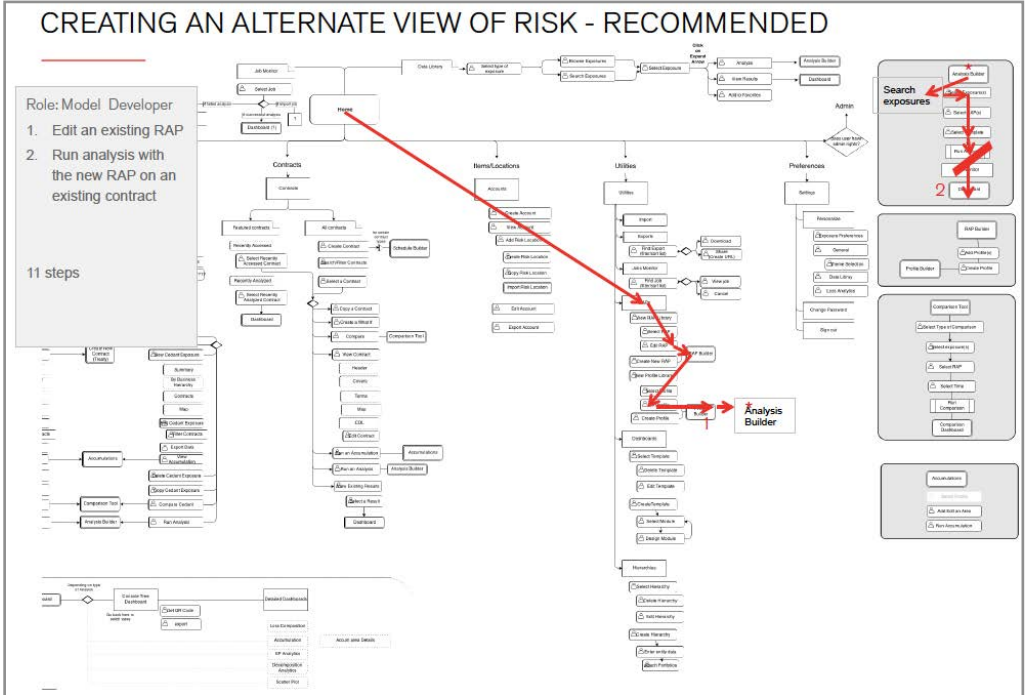


user role/task mapping

from



to



visualizations of improved user paths

---

# LEADERSHIP SKILLS

---

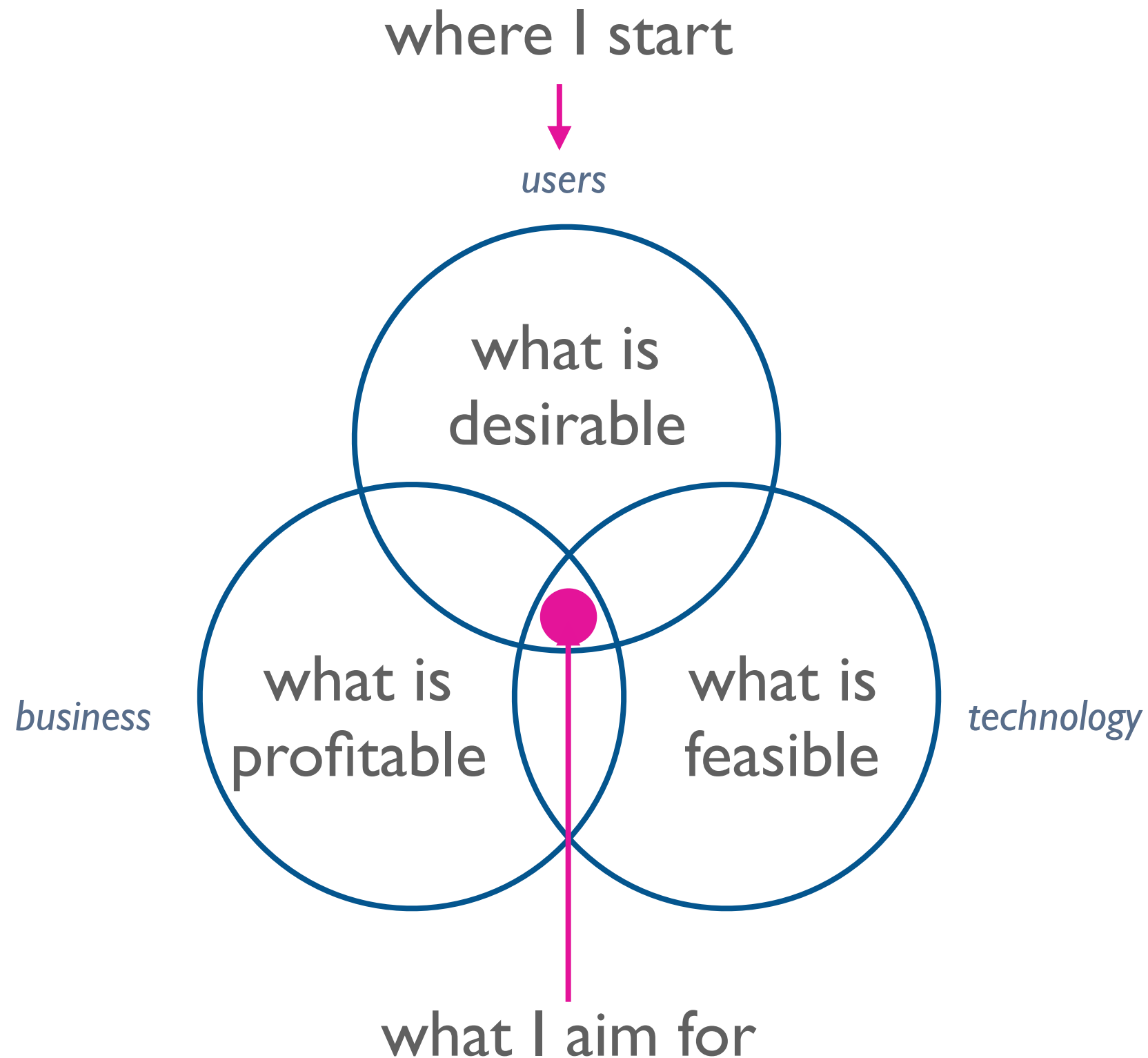


---

# DESIGN THINKING

Finding the sweet spot at the intersection of business, technology and what users want.

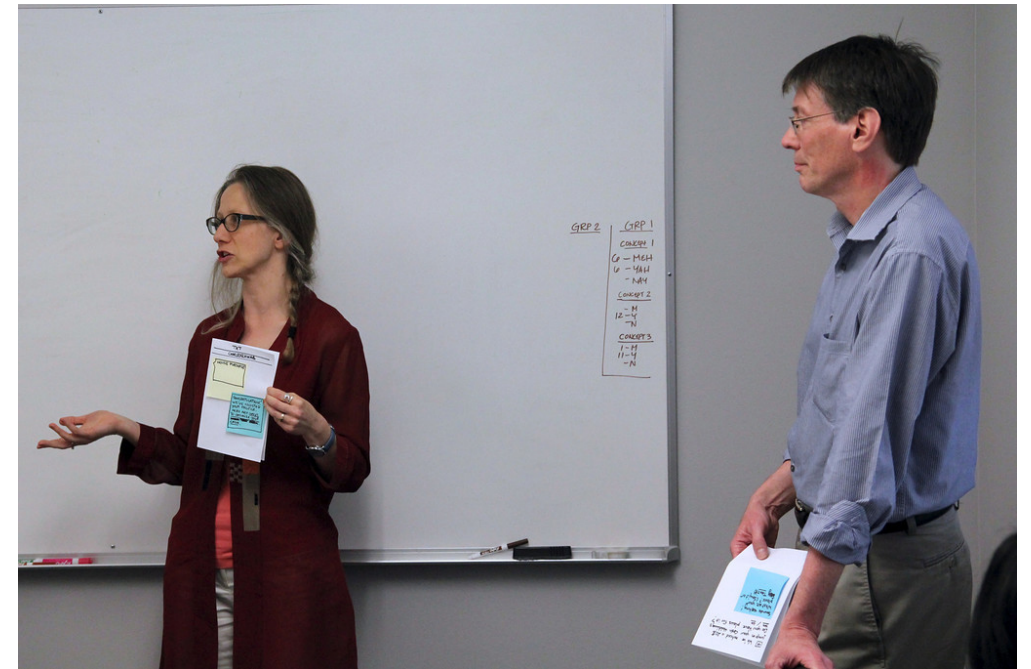
---



# WORKSHOP FACILITATION

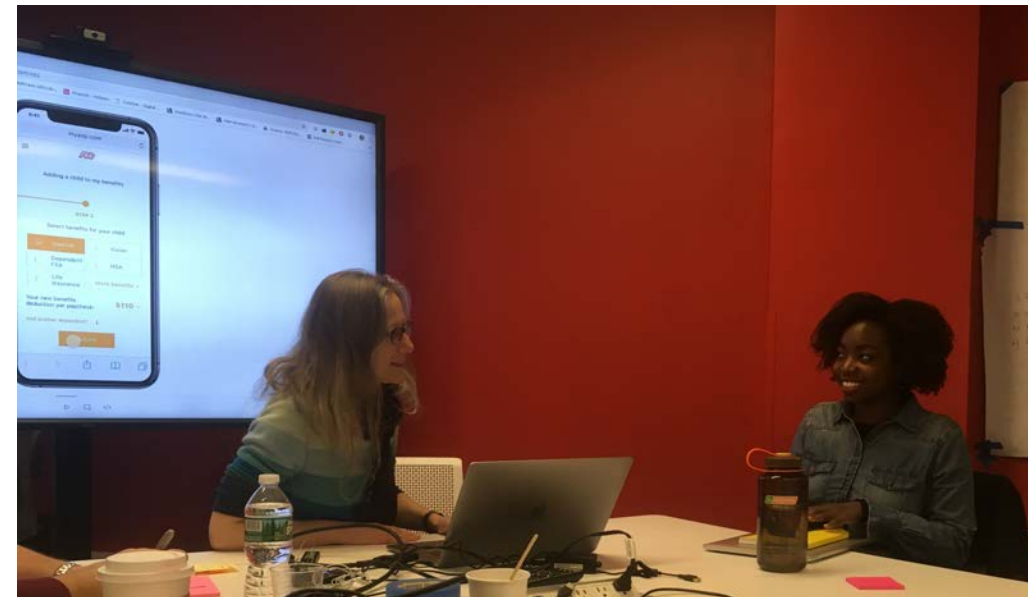
I believe in design thinking and in the power of bringing cross-functional team members together in design sprints

- I have experience preparing and facilitating workshops ranging from a few hours to a week and from three to 35 participants
- I am passionate about bringing in the voice of the end-users and making sure they are at the center of the proposed solution
- I tailor different methods, workshops and activities to the team I am working with to ideate, prioritize, build empathy, or define challenges and align on a future vision

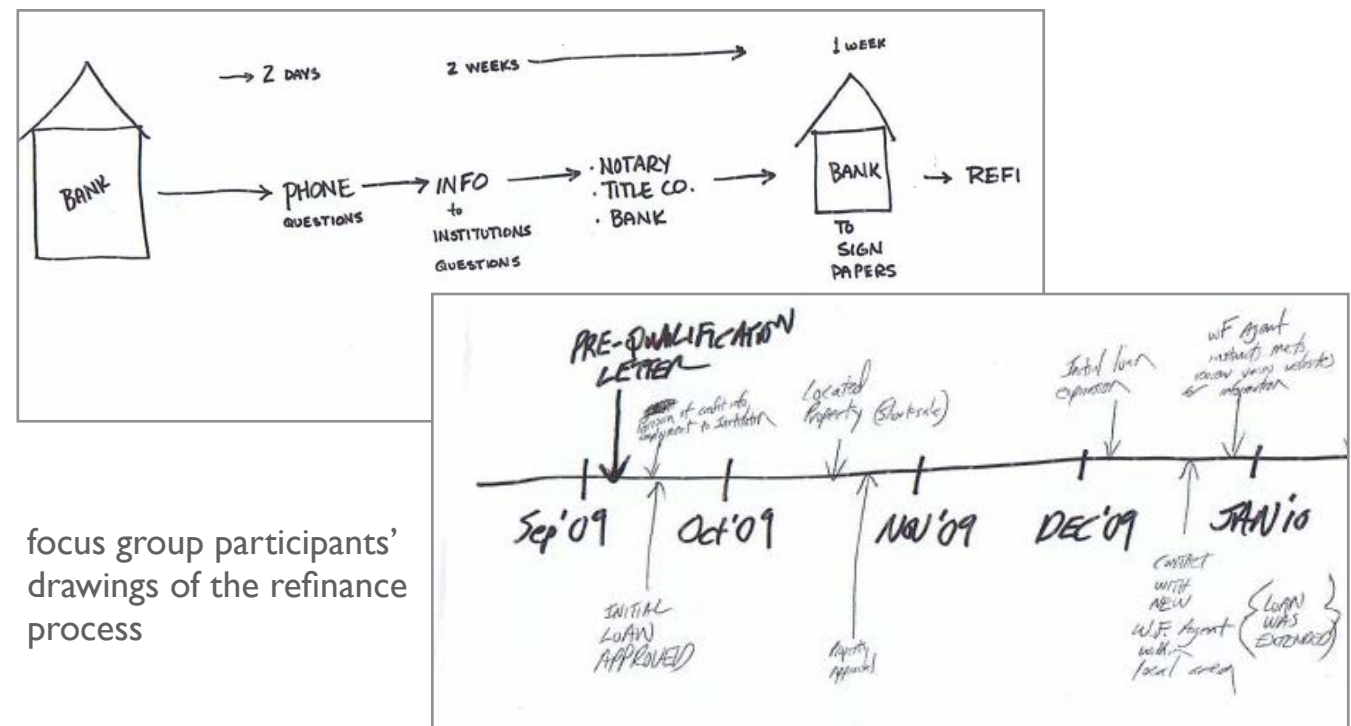


# USER RESEARCH

- Lead contextual inquiries, walkthroughs and one-on-one interviews. Synthesize results in Persona and Journeys
- Lead user, client and stakeholder interviews
- Prepare and analyze results of focus groups
- Write scripts and plan usability testing. Moderate usability testing sessions (in-person or remote)
- Perform heuristic evaluations and UI critiques
- Conduct competitive analyses

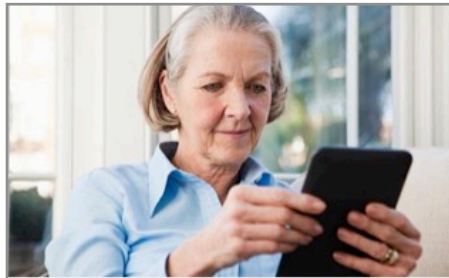


running concept tests





# PERSONAS & JOURNEYS



**Silvers**

**Sally**

**Age:** 69  
**Location:** St Louis, MO  
**Occupation:** Retired Professor  
**Hobby:** Knitting, art collecting, antiques, reading. Video chat with the grandkids often on the iPhone they got her. Works part-time at the church.

**Family**  
 Married to Sam, a professor as well. They have one kid and a mini-greyhound. She also has two kids with her ex-husband, Bill. Sam has two kids from his previous marriage. Altogether, she has 14 grandchildren she dotes on.

**Wealth & assets**  
 Owns home and beach house. She collects art and books and has gathered a little bit of a lot of different kinds of antiques. She has about 12 accounts, including a trust, 529s for the grandchildren, pensions and life insurance. Has an advisor.

**Attitude towards Online Security:**

uncomfortable ————— fine with it

**Purpose of Service:**

organization ————— communication

**Gets information from**

- Her Advisor (saw me through the divorce), her Doctor, her Pastor
- Church Social Club
- Local paper, News


**Is motivated by**

- Ensuring a good life for her grandchildren, yet leaving them more than possessions. She **wants to leave a legacy** that runs deeper.
- Does not want to leave a mess. **She has a plan** and she wants to make sure it is implemented correctly and fairly.
- Sam's **health** scare, her own **sense of being slower**

**Is sensitive to**

- Sharing too much about her wishes, her family is big and relationships can be complicated.
- How advice is given to her. She still **wants to be the one in control**.
- Doing things her own way**. She made it work so far, she just **needs a bit more advice and help, not a new way to do things**.

**Thinks & feels**  
 My stuff is together, **I am organized**: what else should I do? Is that enough?  
**How can I communicate my decisions** more easily with others?  
 After using DSDB:  
 Relieved and glad others know her plan. "I've done my part". **Peace of mind**.



**Allison**

**Goals**  
 What is the user trying to accomplish?

**Experience**  
 What are the steps?

**Emotions**  
 How is the user feeling?

**Thoughts**  
 What is this user thinking?

**Journey: Car Buyer considers a AUTO as replacement car (loan at dealership)**

**Discovery**  
 I want to know my next car will fit my needs and my values

- I like researching before making a purchase: it saves me time in the long run. Researching new cars becomes an evening project of mine
- I research products and brands online. I look at corporate citizenship and social impact of various car brands
- I use my network of friends, family, and coworkers.
- I do not research finance much in detail. I know I want to get a loan at the dealership
- I narrow down my options to a few models, including a AUTO

**Consideration**  
 I want to be dealt with as a person not just as someone with money

- I go to a AUTO dealership by myself. I'll consult with my husband by phone and text
- I make it clear I know I have good credit
- I test drive a few cars
- The dealer gives me information about tax rebates for hybrids that I was not aware of
- I make my choice of the car I want

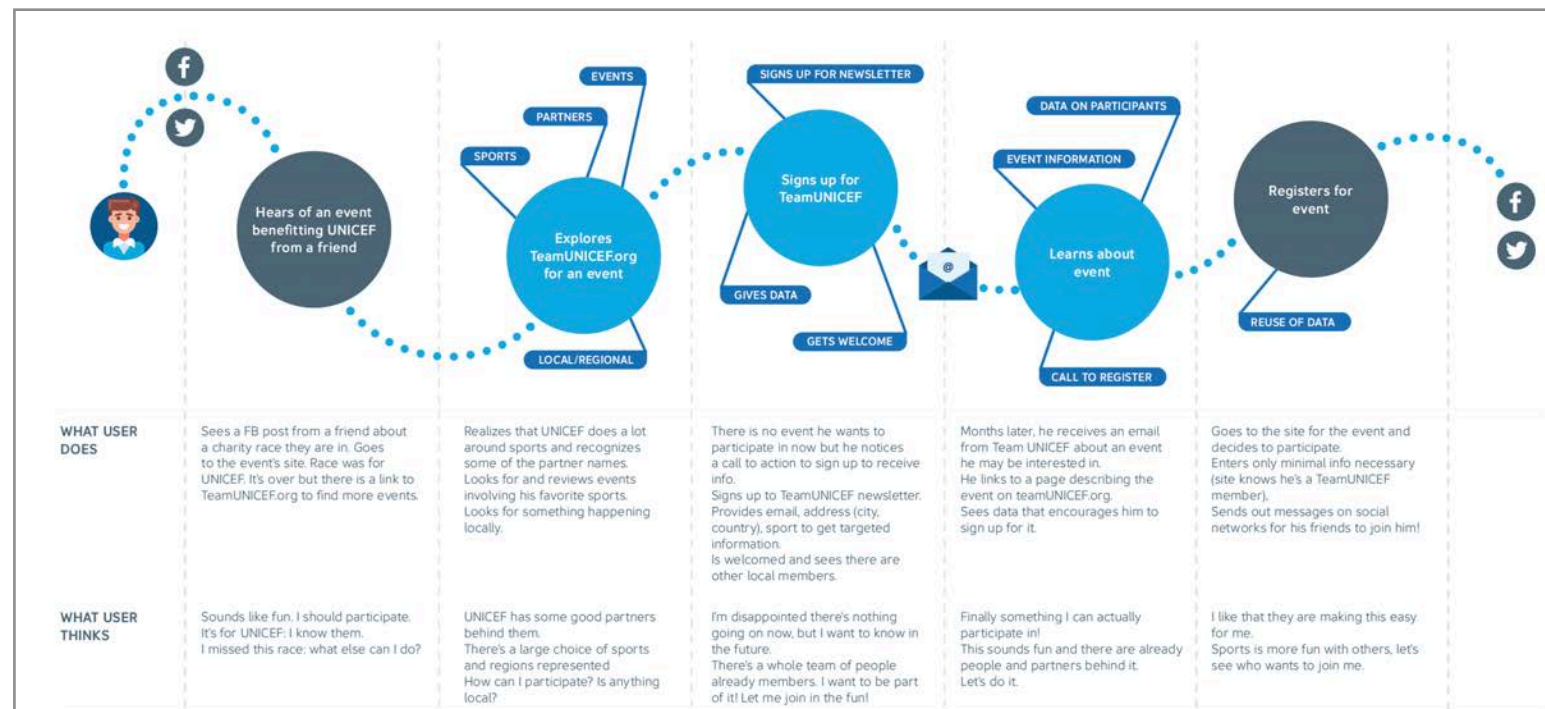
**Financing Selection**  
 I need the process to be as smooth as possible and I trust the dealership to present me the best options

- I ask to trade in my car, and the trade-in value is so low!
- Suddenly the dealer is telling me numbers that seem different and higher than I was told earlier
- I try to get them to bring the numbers down to my expectations. I tell them the terms I'd like
- I try to negotiate but I keep hearing "I can't do that". I don't feel I'm being unreasonable. They know I have good credit
- This whole interaction turns me off and I walk out

**Signing**  
 I wanted them to work with me but they wouldn't or couldn't

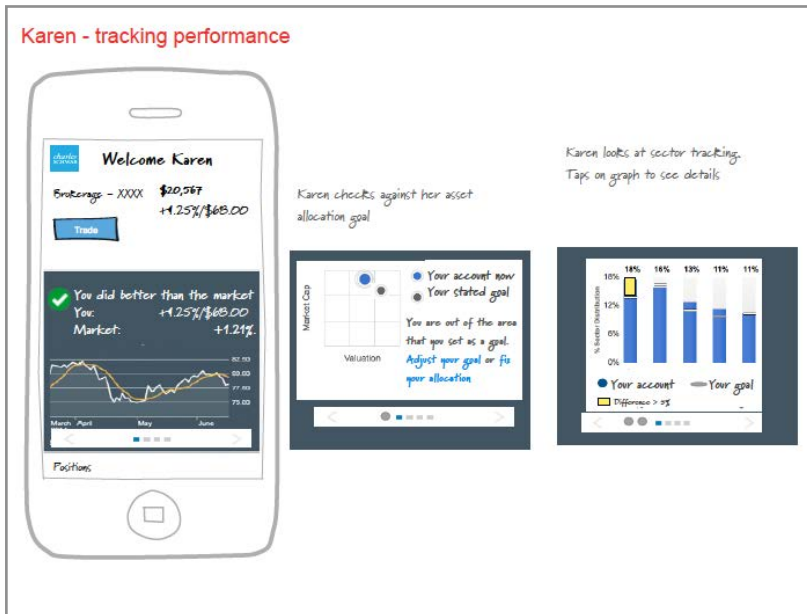
- I end up walking out very disappointed and without the AUTO
- I go to another brand's dealership and end up getting a car there

*I want the dealership to treat me as an individual, not just as a person who has money to put out there, and get to know my story.*





# UX & IA



## ETF Education - Keep More of What You Earn 3

iShares by BLACKROCK

Sign In Enter email or keyword

iShares ETFs ETF Strategies About ETFs iShares Resources Investment Professionals

### Keep More of What You Earn

See how iShares can help you keep more

Whether preparing for a comfortable retirement, seeking a steady income stream, or putting a plan in place for generations to come, iShares Funds can help you keep more of your earnings.

#### Ways iShares funds can help you save more

- 1. LOW FEES**  
iShares Funds cost about 1/3 as much as the typical mutual fund.<sup>1</sup>  
The impact of expenses on your fund's performance magnifies over time, making low fees especially important for long-term investments.
- 2. TAX EFFICIENCY**  
On average, the tax costs for iShares Funds are half that of the average active mutual fund.  
You may owe taxes on your funds even if you don't sell any shares during the year, potentially eating into returns.
- 3. FUND PERFORMANCE**  
Over time, index ETFs have outperformed the average actively managed mutual fund in their associated investment categories.  
For example, the flagship Core S&P 500 ETF (IVV) has outperformed 68% of active mutual funds in its Morningstar category over a 10-year period.<sup>3</sup>

See Also  
Comparing ETFs and Mutual Funds

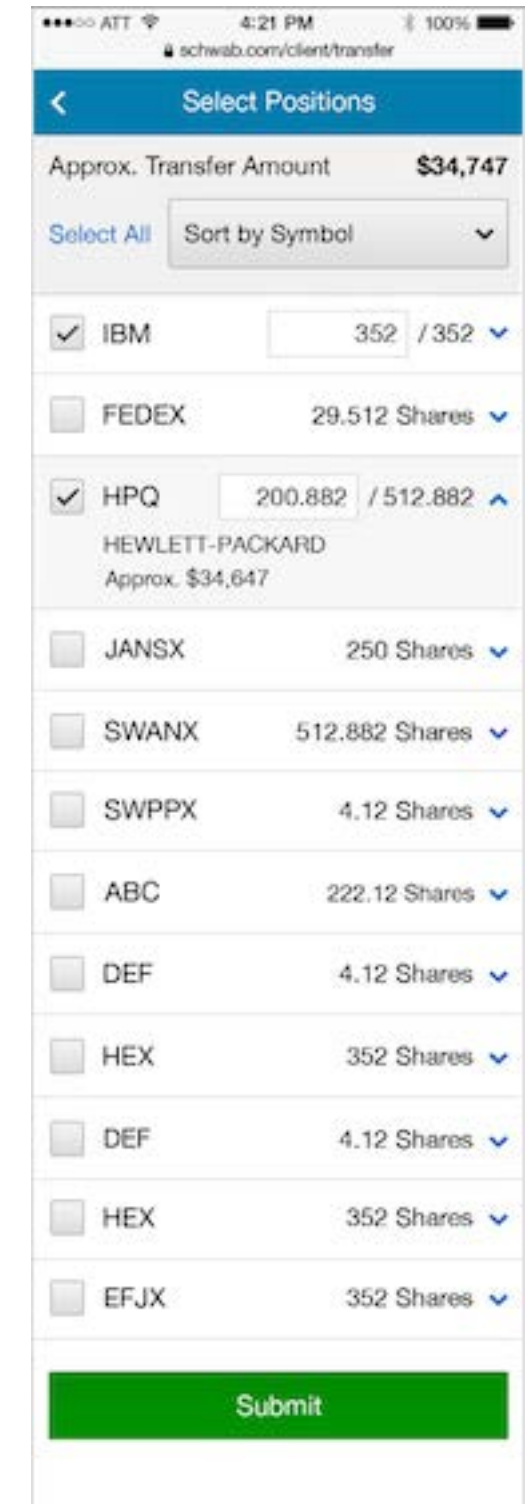
Core S&P 500 ETF

Your savings can really add up over time

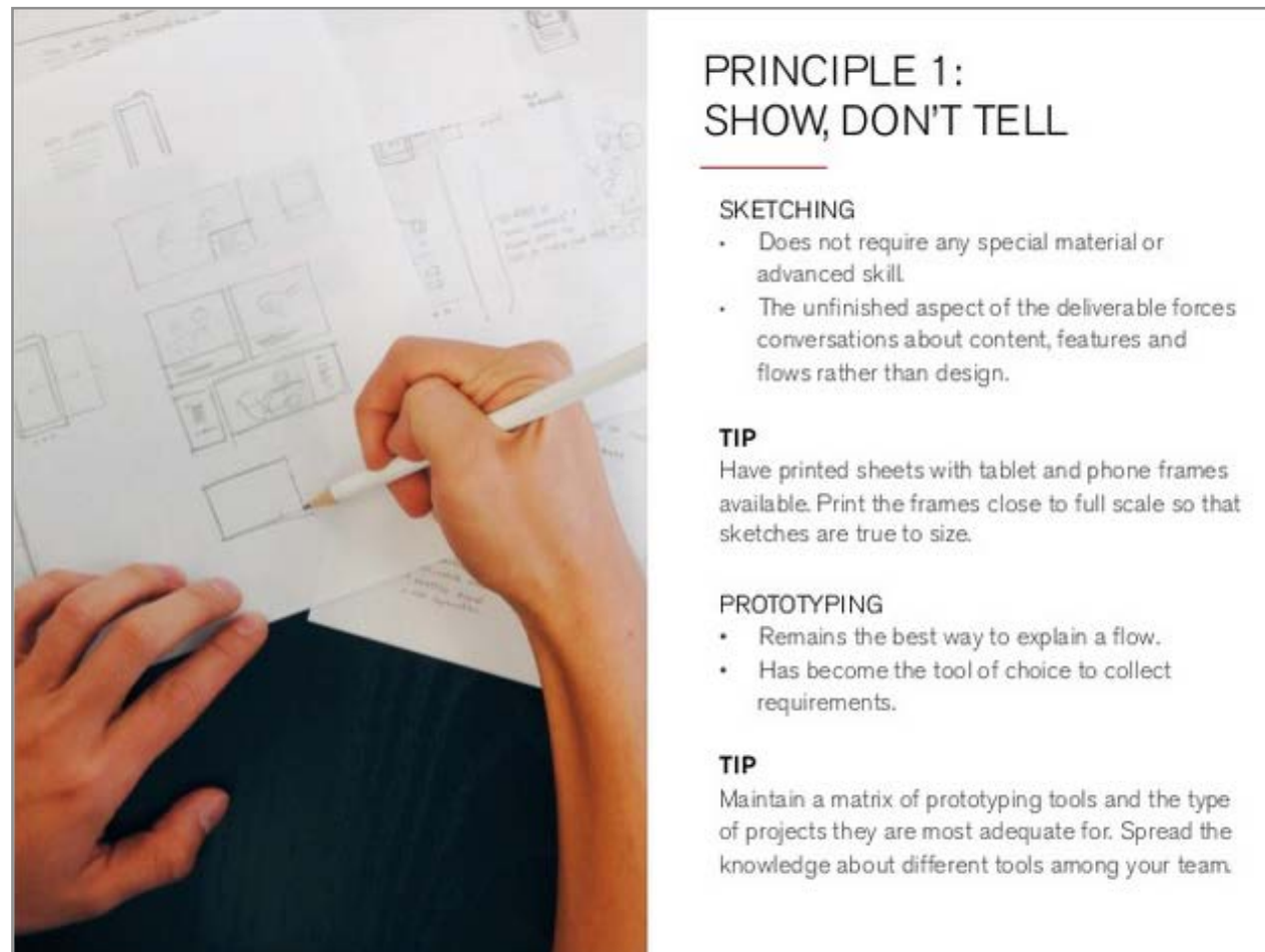
More about ETFs

< What is an ETF? > ETF Performance

- 1. Title**  
Use this as a navigational element to go from topic to topic. Tap on it to bring up menu (see on the right). This lets users know that there is more education content and where they are in the overall section.
- 2. Intro = WHAT**  
The introduction to the topic or (what is this about) can constitute of multiple components (e.g., a video + some text) and should be full width.
- 3. Main Content = WHY**  
Separate key points as separate rows or one scrolling area. Text may come with images/graphs/infographics and links to other content or products.
- 4. More content = WHY**  
Keep on applying the Concept principles to highlight products, and additional content.
- 5. Related Resources**  
Use the footer (we'll make it sticky) to again remind users there is more educational content for them to peruse. THIS IS IMPORTANT. Per the client: "...most users currently do not continue through the ETF Education experience once they land on a certain page." We must push users to more ETF Education content.



# PUBLICATIONS & TEACHING



- 10 ways to improve your UX now
    - Slideshare presentation; 1,718 views
  - UX without documentation (l'UX sans documentation)
    - Presented at FLUPA UX day in Paris, Sept 19, 2014
- 
- Active in Design Sprints Montreal group
  - Interactive I, CCA
    - Taught an interactive design class in the Graphic Design Program of the California College of the Arts
  - UX-PM Certification
    - Taught and contributed to the UX-PM Certification course materials, an international training program for professionals interested in managing UX projects
  - User-Centered Design, SFSU
    - Gave a lecture as part of the Digital Project Management course, Multimedia Studies Program, at San Francisco State University