

Senior Product Designer - 10+ years of experience

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Product Design Skills

Design Tools

Human-Centered Design

WCAG & Inclusive Design

Pendo / Miro & more

Senior Product Designer 2023 - 2025

- Led the design of a new scheduling module for operations team that introduced intuitive route planning, resource allocation workflows, and reporting which enhanced team efficiency.
- Redesigned the resident facing mobile experience with a focus on intuitive onboarding, and task completion which improved usability and overall customer engagement.
- Designed a full lifecycle work order management product that simplified service delivery, improved transparency, and introduced dashboards with meaningful operational insights.

Product Designer 2022 - 2023

- Lead designer for product innovation team. Collaborated daily with Project Managers, Engineering Leads to strategize and develop new software products.
- Conducted user testing and customer interviews to find pain points and gather ideas. Created high fidelity designs and prototypes based on testing results.
- Designed the new customer facing IT support center to enhance the overall support experience and help reduce resolution time for IT requests.

User Experience / Product Designer 2016 - 2022

- As Lead UI/UX Designer I conducted user research, wireframe exploration, rapid prototyping, and user testing for the benefits administration system. Collaborated with PMs and stakeholders to explore how users interacted with the platform and gave solutions to enhance their experience.
- Worked with data science team to create analytic dashboards and workflows to automate dependent verification through AI/ML, lowering client's benefit costs for ineligible dependents.

UI/UX Developer / Designer 2012 - 2016

- Designed and implemented UX to improve usability of the Veterans Benefit Management System. Provided mobile app design & asset delivery, product marketing videos and branding materials.

The Art Institute of Charleston - 2012

Massasoit College, Canton, MA - 2008