



SUMMARY

Lead Product Designer with 15+ years in enterprise systems across logistics, telecom, healthcare, and finance. I design behaviors, not just interfaces — defining how AI, people, and workflows interact in ways that build trust and reduce friction. I partner with product and engineering from discovery through deployment, and get complex work across the finish line.

PROFESSIONAL EXPERIENCE

Amdocs Studio | Lead Product Designer | Enterprise Product Design

Full-time Employee | San Francisco, CA | 2021-2025 (4 years)

A boutique product design practice within Amdocs Inc., partnering with enterprise organizations across logistics, telecom, healthcare, finance, and emerging technology. Lead end-to-end product design initiatives, collaborating with product leaders, engineers, and stakeholders from discovery through deployment.

FedEx | Parcel Management | Lead Product Designer

18-month engagement | Remote (Frisco, TX) | 2023-2025

Designed a parcel management platform used across 100+ FedEx Office locations, including hotels, convention centers, corporate campuses, and universities processing 2M+ packages annually.

- Conducted field research and ambassador sessions with operations staff and facility leads across Las Vegas, Chicago, and New York to surface user needs and validate design decisions against real-world workflows.
- Delivered 18 core parcel workflows to simplify package intake, tracking, fee management, and customer interactions.
- Created the Charge Slip Generator, transforming a complex manual process into a structured workflow for building, assigning, finalizing, and printing parcel transactions, improving accuracy and operational confidence by 30%.
- Partnered with engineering to define scalable interaction patterns, workflows, and production-ready experiences.
- Reduced operational friction by improving efficiency, consistency, and visibility across teams.

T-mobile | AI Experience Strategy & Framework | Lead Product Designer

6 - week engagement | Remote (Chicago, IL) | 2025

Served as lead designer on a 6-week AI UX exploration with a cross-functional team of 11 designers, defining AI feature boundaries across users with significantly different needs and contexts.

- Defined the AI UX strategy and interaction principles for T-Mobile's network operations platform — covering trust, transparency, and human-in-the-loop decision making — projected to serve enterprise telecom operations at scale.
- Designed concepts for intelligent workflows including risk prediction, ticket prioritization, root cause analysis, and operational recommendations.
- Created frameworks for how AI should assist different user roles without replacing human judgment.

Amazon | AWS HealthOmics | Senior Product Designer

6 - month engagement | Remote (Seattle, WA) | 2024

Led UX design for Annotation and Variant Store workflows on AWS HealthOmics — a genomics platform used by 19 of the top 20 global pharmaceutical companies, including AstraZeneca, Roche, and Amgen — partnering directly with genomics engineers to translate complex file type logic into clear, navigable research workflows

- Mapped file type dependencies across TSV, VCF, and JSON schema imports, enabling researchers to make annotation and chromosome mapping decisions with confidence across clinical, drug discovery, and agricultural use cases.
- Came up to speed quickly on the AWS Polaris design system and delivered production-ready workflows for one of the platform's more technically complex modules, meeting AWS's consistency and quality standards under a fast-moving timeline.



PROFESSIONAL EXPERIENCE (CON'T)

Cisco | Learning Platform | Senior UX Designer

8 - week engagement | Remote (San Jose, CA) | 2023

Conducted a comprehensive UX audit across Cisco.com, Cisco U., and the Cisco Learning Network to identify usability gaps and inefficiencies across the learning and certification ecosystem.

- Audited navigation, content hierarchy, and search effectiveness across three interconnected platforms, benchmarking against leading online learning experiences.
- Mapped current vs. recommended user flows for course discovery, enrollment, and certification pathways, identifying key friction points.
- Redesigned Cisco U. dashboard and course page concepts to improve progress tracking, lesson hierarchy, and related content discovery.
- Delivered a phased implementation roadmap giving stakeholders a clear path to iterative improvements.

JPMorgan Chase (digital products) | Senior UI/UX Designer

Full-time employee | San Francisco, CA | 2011-2021 (9 Years)

Led UX design across Chase.com's Pay & Transfer ecosystem — a platform serving 50M customers with 100M+ monthly interactions — unifying 11 fragmented payment workflows including Bill Pay, P2P, Transfers, and Activity into a scalable responsive platform supporting 14 products and contributing to a 30% increase in transaction volume.

- Co-created the foundational component and pattern library for Chase's secure digital platform, establishing reusable design conventions adopted across the organization.
- Identified and pitched a full overhaul of Chase's public help center, redesigning the video catalog and step-by-step support content for the most frequently asked questions — a self-initiated project still in use today.
- Contributed early-stage UX design to You Invest, Chase's robo-investment product, during its initial concept phase.
- Led a fast-turnaround redesign of JPMC.com used to build executive buy-in for expanding the secure platform — work that directly influenced product investment decisions.
- Led brand design for Chase Auto, establishing quality standards across partnership materials with Aston Martin, Maserati, and Jaguar.
- Mentored junior designers on the team, guiding design quality and execution across weekly product updates.

SKILLS & SUPERPOWERS

Product Design: Product Strategy · UX Research · Interaction Design · Information Architecture · Design Systems · Enterprise UX · Service Design

AI + Emerging Technology: AI Experience Design · Agentic UX · Human-in-the-Loop Design · AI Workflow Design · AI Product Thinking

Collaboration: Product Partnership · Engineering Collaboration · Stakeholder Alignment · Workshop Facilitation · Design Leadership

Tools: Cursor · Lovable · Claude · Midjourney · ProtoPie · Figma · Miro · Notion · Jira

EDUCATION

Ringling School of Art & Design — Graphic Design / Illustration

Sarasota, FL

BAVC - Bay Area Video Coalition - UX / Web Design

San Francisco, CA

IDEO U - Storytelling for Influence

San Francisco, CA