



SUMMARY

Product designer with 15+ years of experience bringing clarity to complex enterprise and B2B products. I design workflows and systems where business rules, data, technology, and real-world operations intersect—working closely with stakeholders, product, and engineering to turn ambiguity into products that can be built and scaled.

PROFESSIONAL EXPERIENCE

Amdocs Studio (fka Stellar Elements) | Lead Product Designer, Enterprise Product Design
2021–2026 | San Francisco, CA

Staffed across enterprise client engagements — logistics, telecom, healthcare, and emerging technology — from discovery through deployment.

FedEx | Parcel Management | Lead Product Designer
18-month | Frisco, TX (Remote) | 2023-2025

Embedded with the Parcel Management team to redesign a platform used across 100+ FedEx Office locations, processing approximately 2M packages annually.

- Identified a \$5M+ revenue opportunity by uncovering gaps in how locations captured parcel storage and handling fees.
- Led UX design across 18 core workflows, working directly with stakeholders to define terminology, available options, business rules, and interaction states before designs moved into development.
- Built stakeholder confidence through an incremental approach: delivered high-impact, low-effort dashboard improvements first—including inventory summaries and quick-link shortcuts—before tackling more complex workflows.
- Redesigned the Details experience, restructuring large volumes of information into clearer, more actionable views.
- Designed the Charge Slip Generator, a four-stage workflow that calculated releasable items, applied the appropriate handling fees, and guided users through finalization and release.
- Worked continuously with the PM to translate evolving designs into Scrum stories and maintain alignment as workflows moved toward delivery.
- Partnered closely with engineering to resolve interaction details and edge cases before implementation, resulting in designs that required minimal follow-up or rework once development began.

T-Mobile | AI Experience Strategy & Framework | User Experience Design Lead
6-week | Remote | 2025

- Led design on a cross-functional team of 11, defining AI UX strategy for T-Mobile's network operations platform — establishing interaction principles for trust, transparency, and human-in-the-loop decision-making across risk prediction, ticket prioritization, and root-cause analysis.

AWS HealthOmics | Product Design Lead
6-month | Remote | 2023

- Led UX for complex genomics data workflows used by 19 of the top 20 global pharmaceutical companies — translating file-type dependencies (TSV, VCF, JSON) into navigable research workflows for clinical, drug discovery, and agricultural use cases. Ramped on AWS's Polaris design system and shipped production-ready workflows under a fast-moving timeline.



PROFESSIONAL EXPERIENCE

Vestis | User Experience Design Lead

3-month | Remote | 2023

- Led a full UX audit and responsive redesign of Aramark’s existing digital experience as it transitioned to the Vestis brand, improving navigation, usability, and consistency while establishing patterns aligned to a new enterprise design system.

MUFG | Exchange UX Assessment | User Experience Design Lead

3-month | Remote | 2023

- Conducted a heuristic, accessibility, and competitive assessment of MUFG’s commercial banking portal and mobile app, translating findings into recommendations to improve usability, task clarity, customer confidence, and accessibility.

Cisco | Learning Platform | Senior User Experience Designer

3-month | Remote | 2022

- Audited Cisco.com, Cisco U., and the Cisco Learning Network, mapping current vs. recommended enrollment and certification flows. Redesigned the Cisco U. dashboard and course pages to improve progress tracking and content discovery, and delivered a phased implementation roadmap adopted by stakeholders.

JPMorgan Chase — Digital Products | Senior UI/UX Designer

2011–2021 (9 years) | San Francisco, CA

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

- Co-created the foundational component and pattern library for Chase's secure digital platform — still the org-wide design standard.
- Self-initiated and pitched a full overhaul of Chase's public Help Center; the redesigned video catalog and support content are still in use today.
- Led a fast-turnaround redesign of JPMC.com that directly influenced executive investment decisions in the secure platform.

CORE EXPERTISE

Product Strategy · Enterprise UX · Complex Workflows · Systems Thinking · Data-Rich Products · Design Systems · UX Research · Interaction Design · Engineering Collaboration · AI Experience Design · Human-in-the-Loop Design

EDUCATION

Ringling School of Art & Design — Graphic Design / Illustration

BAVC — Bay Area Video Coalition — UX / Web Design

IDEO U — Storytelling for Influence