

Principal UX Designer • O-1 Platform Design • Strategic Leadership

Strategic UX leader with 16+ years transforming complex enterprise workflows from O-1. Launched 10+ foundational products and platform experiences, specializing in consolidation of fragmented systems, cross-functional alignment, and delivering intuitive solutions across security, fintech, logistics, and emerging technology sectors.

WORK EXPERIENCE

Adobe Security

Principal User Experience Designer | July 2024–March 2025, Contract via Magnit

- Spearheaded unified platform strategy to consolidate 30+ fragmented security tools, eliminating duplicate data entry and tool-hunting friction for 75+ Adobe product teams.
- Transformed executive security scorecard system, delivering actionable security insights to VPs within 90-second reviews versus lengthy monthly presentations.
- Conducted discovery research through stakeholder interviews, workflow analysis, and tool audits across 10 roles, identifying new service security onboarding as the critical bottleneck requiring duplicate compliance work.
- Implemented regular delivery cycles and improved stakeholder communication processes, transforming ad-hoc shipping into predictable updates that reduced team friction and built sustainable cross-functional trust.

Life360

Principal User Experience Designer | November 2023–February 2024, Contract via Mastech Digital

- Delivered rapid UX audit identifying critical user flow issues across the consumer app and created north-star vision that guided product leadership decisions.

Knock

Principal User Experience Designer | March 2022–September 2023, Remote based company

- Led service design research to identify education gaps as the primary pain point in Knock's loan process, creating a scalable phased onboarding strategy to reduce borrower confusion.
- Optimized lead form for multiple user types (borrowers, agents, loan officers) with role-based information access, increasing retention from 15% to 54%, achieving 90%+ satisfaction rate and 88% survey completion within one month of launch.
- Established UX Office Hours and 1:1 consultation model to scale design support across resource-constrained Ops and BD teams, achieving 70-80% adoption rate while maintaining sustainable workload boundaries.

Senior User Experience Designer | September 2021–March 2022, Remote based company

- Directed UX across three tech teams while mentoring 4 junior designers, establishing working tenets with engineering, and consolidating to Figma while enabling design exploration without blocking delivery timelines.
- Developed team retrospectives and UX leveling guidelines to identify pain points and create structured career progression frameworks, building processes that fostered design team development during rapid organizational scaling.

EDUCATION

**The Art Institute of Boston —
Boston, Mass.**

Bachelor of Fine Arts

Amazon

AWS Security (AMS) — User Experience Designer

February 2021–September 2021, Remote (Seattle base team)

- Shaped UX vision for Amazon's core permission management system serving hundreds of thousands of employees, addressing manual processes that created security risks from excessive manager over-permissioning.
- Acted as strategic design partner across engineering, security, and product leadership, providing product thinking and strategic guidance in the absence of dedicated strategic PMs for high-stakes infrastructure decisions.

Mapping & Optimization (MOP) — User Experience Designer

October 2019–February 2021, Remote (Seattle base team)

- Drove UX improvements for Amazon's company-wide ML platform, transforming model deployment from complex single-page forms to intuitive step-by-step workflows that eliminated engineering bottlenecks and reduced user training requirements to near-zero.
- Elevated UX perception from UI design to strategic partner through educational talks, office hours, and embedded team support (75% of tenure), leading to inclusion in model output decisions and facilitating the org's first brainstorming workshop.

Middle Mile Tech (Relay) — User Experience Designer

December 2016–October 2019, Minneapolis, Minn. with remote partner teams (Seattle & India)

- Spearheaded commercial navigation project (80% reduction in bridge hits) and carrier performance/financial workflows for North America launch and EU expansion, while maintaining product consistency across the design team.
- Joined as one of the first 5 designers in the Minneapolis studio, establishing design processes and leading education on new workflows and software while launching multiple platform features within the first three months.
- Executed extensive on-site research across Amazon fulfillment centers and trucking carriers to validate design decisions, while coordinating global teams to ensure rapid iteration didn't compromise long-term platform scalability.

HTC Creative Labs

Senior User Experience Designer

May 2015–July 2016, Seattle Wash. with remote partner teams (San Fran and Taiwan)

- Owned UX for HTC's wearable product line, including co-branded Under Armour devices, designing across 8 devices annually while coordinating global hardware teams in SF and Taipei to optimize user interactions for low-resolution screens and LED constraints.
- Defined core VR interaction patterns and control standards for HTC's VR development, establishing foundational guidelines during the early VR boom when industry best practices were still emerging.
- Developed UX design for multiple Sense UI core apps and created new quick settings functionality, working closely with the visual design team to strengthen HTC's Android customization strategy.