

Sr. Product Designer, AI – Second Nature

April 2025 – Present

- Leading design and implementation strategy for AI applications.
- Developing feedback loops for product discovery and research practices.

Lead Product Designer - unBail Labs

September 2023 – Present

- Led end-to-end research, design, and development of CourtChat, a court notification and educational texting service.
- Secured a pilot with Cuyahoga County courts, designed a randomized control trial, and co-wrote and was awarded a \$300k research grant.

UX Researcher, Engagement Volunteer - United States Digital Response

August 2024 – Present

- Conducted UX research with government partners to uncover insights.
- Led a workshop to improve a city's contracting process and suggested methods for better team alignment.
- Identified gaps in language access and recommended interventions.

Product Designer - Rocket Central

May 2022 – September 2023

- Collaborated with various teams to design cross-product experiences.
- Designed authentication for 2.5 million accounts with 94% success.
- Increased account linking by 14%, reducing support tickets by 36%.

Product Designer (Contract) - Theory and Principle

February 2022 – May 2022

- Collaborated with engineering and product teams to scope projects and establish clear deliverables.
- Designed wireframes and prototypes to illustrate site concepts and sitemaps and diagrams to clarify information architecture.

Product Designer & Strategist – JumpStart Inc.

Jan 2020 – February 2022

- First product hire for three B2C startups.
- Collaborated with founders to design and conduct early market research, scope, and develop features, and measure growth metrics.
- Developed marketing sites to identify early adopters and inform pricing.
- Built a journaling and reflection web app and managed beta testing.
- Led Low Code MVP Workshops for 10 founders and facilitated 13 design sprints.

Payments Analyst, Enterprise Payments - KeyBank

Dec 2018 – Jan 2020

- Supported teams with pitch materials, analytics, and market research.
- Developed a forecast model to project Merchant Services profitability, with results reported to C-suite executives.

Education

Bachelor of Business Administration (B.B.A.) - Finance

John Carroll University |
Cleveland, OH
Aug 2013 - May 2017

Licenses & Certifications

Design Sprint Masterclass
AJ&Smart, 2020

UX Bootcamp
Interaction Design Foundation,
2019

Skills

Product Design: Interaction design, UX design, user-centered design, digital product design, prototyping, presentation design.

Research: UX research, user interviews, qualitative and quantitative research, A/B testing.

Strategy & Management: Product management, Agile development, backlog management, product strategy, design sprint facilitation.

Technical: HTML/CSS front-end web development, SQL database management, data dictionaries, Mixpanel data analytics.

Tools: Figma, Webflow, Airtable, Github, v0