

EXPERIENCE

Design Director (Hands-on IC + Team Lead) — *Forum One | Feb 2024 – Present | Remote*

- Led design from discovery to post-launch optimization for mission-driven clients including the Smithsonian Institution, Trinity Church Wall Street, and the Gates Foundation.
- Managed a team of 8 designers (UX and visual), establishing operational infrastructure including weekly stand-ups, crit sessions, monthly meetings, and quarterly assessments.
- Managed team resourcing to identify and mitigate project risk, participated in hiring and onboarding, and documented SOPs to accelerate new hire integration.
- Established agency brand standards including presentation templates, document templates, and image repositories for client-facing materials.
- Created component libraries and visual standards using Figma variables, accessibility review checklists, and QA processes that reduced rework and improved delivery efficiency.
- Built prototypes for critical user flows to validate interaction patterns and facilitate stakeholder alignment before development handoff.

Design Consultant — *Forum One | Jun 2023 – Feb 2024 | Remote*

- Provided product design services with a focus on system architecture, journey mapping, and interaction design.
- Facilitated discovery workshops and presented strategic design recommendations to C-suite stakeholders, translating complex technical concepts into actionable narratives for executive audiences.
- Evaluated and restructured design system libraries to enable effective brand scaling. Collaborated with product teams to optimize UX flows and ensure WCAG accessibility compliance.

Creative Director (Designer + Team Lead) — *Verbal+Visual | Oct 2017 – Feb 2023 | New York, NY*

- Grew the design team from one to ten people by defining roles, scaffolding the department, and documenting SOPs that enabled the team to scale without losing quality.
- Established and maintained agency brand standards including visual systems, presentation templates, and asset libraries.
- Collaborated with engineering to design and evolve proprietary design systems, delivering scalable, tokenized pattern and component libraries for enterprise clients.

- Led discovery workshops, design critiques, and alignment sessions to ensure design solutions aligned with product strategy and user needs.
- Launched responsive, commerce-driven platforms that integrated UX architecture with UI design across all devices.

Lead UX/UI Designer — *Verbal+Visual* | Sept 2015 – Sept 2017 | New York, NY

- Conducted usability testing, heuristic audits, and competitive analysis to inform design decisions and validate product direction.
- Designed sitemaps, user flows, wireframes, and prototypes, transforming strategy into actionable features for cross-functional teams.
- Partnered with product managers and engineers to balance business needs with user experience and technical constraints.

SKILLS

- **Strategic Operations & Program Management** — Team leadership, Process documentation, Risk management, Resourcing & capacity planning, Stakeholder facilitation, Executive communication, Workshop design & facilitation
- **Product & Systems Design** — Design systems, Responsive design, Prototyping, Interaction & motion design, Accessibility (WCAG), Tokenization, Brand & identity
- **UX Research & Testing** — Usability testing, User flows, Heuristic audits, Personas, A/B testing, Card sorting, Facilitation
- **Collaboration & Delivery** — Cross-functional workshops, Specification & QA, Design ops documentation, Handoff to engineering, Figma libraries
- **Tools** — Figma (including Slides, Make, and Sites), FigJam, Principle, Storybook, HTML/CSS, ChatGPT, Claude, NotebookLM, Webflow, Adobe CC, Notion, Airtable, Optimal Workshop, Maze.io, Condens, FullStory

EDUCATION

Bard College — Bachelor of Fine Arts (B.A.)

September 2001 – June 2005