



Summary

Methodical UX Designer with experience transforming complex ideas into clarity within regulated industries. Deeply versed in design thinking and user research, grounding decisions in user needs and business goals. Improved task success rate by 16.2 percentage points (54.3% → 70.5%) through research-driven information architecture; led heuristic evaluation, comparative tree testing, prototyping, and usability testing to validate designs for a mental health resources platform. Designed a responsive multi-invoice payment app that simplified complex payment flows into a single intuitive user journey. Skilled in wireframing, user flows, prototyping (including Figma MCP + Claude), and accessibility-compliant design systems, with a track record of close cross-functional collaboration with Product, Development, and Design teams.

Experience

Lead UX/UI Designer (Volunteer), The Realms of Asgard Inc., Remote

Mar 2026 - Present

- Led end-to-end redesign of a responsive mental health resources web app – spanning stakeholder interviews, heuristic evaluations, comparative tree testing, and high-fidelity UI in Figma – leveraging Figma MCP + Claude to rapidly convert wireframes into interactive prototypes for testing, improving task success rate from 54.3% to 70.5% and measurably increasing resource discoverability.
- Overhauling a custom LMS by streamlining user flows, establishing a design system, and introducing preview, bulk-creation, and delete features, reducing course-creation steps for internal users by 20% (5 → 4 steps).
- Established a scalable design system using a three-tier token architecture (Primitives → Semantic → Component) with Light/Dark mode variable collections in Figma, ensuring accessibility and consistency across TROA's product suite.

UX/UI Designer (Freelance), Digital Heat Co., Remote

Jul 2025 - Feb 2026

- Led full-site eCommerce redesign through end-to-end UX – stakeholder and user interviews, persona and journey mapping, IA (card sorting and sitemap), wireframing, and usability testing – resulting in an 8% increase in conversion rate.

UX/UI Designer, EBizCharge, Irvine, CA

Jan 2022 - Apr 2025

- Led redesign of a responsive, multi-invoice web app for a payments platform, streamlining complex workflows into clear user journeys informed by usability insights – resulting in ~10% uplift in conversion rates across transaction flows.
- Designed a real-time dashboard surfacing payment bottlenecks through actionable metrics and data visualizations, reducing pending invoices by ~20%.
- Expanded and maintained a scalable Figma design system with component libraries, responsive variants, and variables – documenting gaps and use cases to ensure consistent UI and faster delivery of high-quality screens.
- Collaborated closely with stakeholders, product owners, engineers and designers to define feature priorities, iterate on designs, and balance user needs with technical feasibility and business goals in an agile development environment.

UI/UX Designer, UCLA Health, Remote

Sep 2020 - Dec 2021

- Revamped the appointment-scheduling flow from ideation to execution with rapid prototyping and iterative usability testing, streamlining the scheduling process for patients.
- Spearheaded the transformation of high-visibility landing pages, optimizing workflows and improving usability, which resulted in lower bounce rates and fewer support inquiries.
- Presented new concepts to cross-functional teams, gaining buy-in from both technical and non-technical stakeholders.
- Built a unified marketing analytics dashboard with data visualizations by conducting discovery - including persona development and journey mapping - to identify pain points and opportunities, leading to a 15% reduction in time-on-task.

Web / Interaction Designer, Extron Electronics, Anaheim, CA

Jun 2018 - May 2020

- Spearheaded the design and development of the educational portal for AV professionals, streamlining onboarding flow and reducing time spent on finding certification courses.
- Improved web accessibility for the B2C website to meet WCAG AA standards by implementing semantic HTML, adding meaningful alt text, ensuring screen reader compatibility and keyboard navigability, and optimizing content readability and color contrast.

UX Designer, Exertus, LLC., Carlsbad, CA

Feb 2017 - Mar 2017

- Revamped web pages by leveraging key user insights from analytics and successfully delivered the final solution in a fast-paced, early-stage startup environment.

Graphic Designer & Web Design / Dev Intern, SmartHealth, Phoenix, AZ / CreativeMob, La Jolla, CA

Jun 2004 - Jan 2015

- Designed promotional materials and websites using visual communication, hierarchy, and cohesive branding – implementing responsive layouts in Bootstrap/HTML to ensure consistent, user-centered delivery.

Tools & Skills

Design

Figma, UXtweak, Claude, ChatGPT, Cursor, Photoshop, Illustrator, Proto.io, Google Flow

Research & Testing

User Research (quantitative & qualitative), Usability Testing, Wireframing & Prototyping, Information Architecture (Card-Sorting, tree testing)

Deliverables

Personas, User Journeys, User Flows, Wireframes, Interactive Prototypes, Design System (variants, variables), High-Fidelity Mock-Ups, Data Visualization, Accessibility (WCAG Compliance)

Product Types/Platforms

Web App, SaaS Platform, Responsive Design, Mobile App

Task Management

Jira, Notion, Asana, Slack, Trello, SharePoint

Development

HTML, CSS, Bootstrap, Tailwind

Language

English, Japanese

Education

Master of Science in User Experience Design, Kent State University

Certificate of Achievement in Web Design & Development, San Diego Mesa College

Bachelor of Science in Graphic Design, Arizona State University