S'META (TAY)

PRODUCT DESIGNER

PORTFOLIO
yourportfolio.com

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LOCATION
Seattle, WA

SUMMARY

UX/Product Designer with 9 years of experience in fast-paced technical environments. I design the analytics and cost management tools used by enterprise customers at scale, specializing in making complex systems intuitive while shipping features that drive measurable adoption.

EXPERIENCE

Amazon June 2017 — Present

UX Designer Commerce Platform, Amazon Web Services   2022 — Present

- Transform complex product requirements into high-impact console designs, working with stakeholders to prioritize optimization and insight features that simplify how global customers track their resource efficiency.
- Lead end-to-end UX from research through delivery, collaborating with product managers and engineers to ship iterative improvements across a complex multi-account data product.

Machine Learning Data Analyst II Customer Engagement, Amazon   2020 — 2022

- Delivered high-quality human insight data across multiple modalities, maintaining strict confidentiality while navigating ambiguous guidelines to provide the foundational inputs for responsible AI development.
- Resolved operational bottlenecks by analyzing error patterns and collaborating with stakeholders to refine workflows based on customer data, directly improving the quality and speed of AI labeling outputs.

Technical Abuse Agent Amazon Web Services   2018 — 2020

- Managed high-volume AWS abuse reports, making critical calls on account actions and policy violations in ambiguous cases where no set playbook existed.
- Partnered with service teams to bridge gaps in support tools, using customer trends and report data to help leadership refine policies and streamline internal workflows.

Customer Connections Associate Customer Connections, Amazon   2017 — 2018

- Facilitated stakeholder discussions to identify recurring customer pain points and recommend service improvements.
- Analyzed customer interaction (call reviews) to uncover trends and inform business decisions.

SKILLS + TOOLS

Design Figma, Webflow, Prototyping, Design Systems
Research Heuristic Evaluation, User Interviews, Usability Testing

Methods UX Strategy, Information Architecture, Data Visualization
Tools Figma, Sketch, Miro, Notion, Photoshop

EDUCATION

Certificate, UX/UI Immersive Flatiron School   2022

Certificate, UX & Visual Interface Design University of Washington   2015

Bachelors of Arts, Justice Administration University of Hawai'i at West Oahu   2015