

Professional Summary

- **End-to-End UX Leadership:** Lead design for complex desktop and web applications, translating user and business needs into simple, high-fidelity experiences
- **User Research & Insight:** Conduct interviews, usability tests, and data-driven research to validate concepts and inform actionable design improvements
- **Workflow Simplification & Systems Thinking:** Transform multi-platform, data-rich processes into cohesive, clear experiences while evolving design systems and UI standards
- **Cross-Functional Collaboration:** Partner with product, engineering, and stakeholders in agile environments, presenting design concepts and iterating based on feedback to achieve alignment and impact
- **Mentorship & Design Advocacy:** Coach peers on UX best practices, systems thinking, and accessibility to elevate team craft and product consistency
- **Visual & Interaction Design Excellence:** Deliver polished prototypes, wireframes, and UI specifications that balance accessibility, usability, and aesthetic consistency
- **UI Component & Design System Expertise:** Build and evolve UI components and design patterns, creating scalable, visually precise solutions from scratch or within existing systems

Skills

- **Product design:** UX design, interaction design, information architecture, workflow design, UX writing, design systems, UI component design, accessibility (WCAG), responsive web design, desktop application UX
- **Execution:** Prototyping, usability testing, heuristic evaluation, stakeholder management, agile delivery, cross-functional collaboration, facilitating Design Thinking working sessions
- **Research:** User interviews, moderated usability testing, survey design, A/B testing, diary studies, synthesis, journey mapping, personas
- **Tools:** Figma, FigJam, Miro, Jira, Confluence, Adobe Creative Suite, Framer

Professional Experience

Senior UX Designer | Drake Software | 2023-2024

- Sole UX Designer for a team of 6 Product Managers
- Led redesign of **Renewal and New Sales** purchase flows, improving sales by 8% and 11%
- Owned design and research for **Drake Web Pilot**, recruited 100+ tax professionals, and facilitated feedback sessions
- Led end-to-end design of **Drake Pay** consumer and tax-pro interfaces, increasing enrollment by 16%
- Conducted user interviews, usability studies, created journey maps, and personas to help drive project alignment
- Team activities included **UX Minute** presentations for educating the Product Management team on how to work with a designer

Senior UX Designer | Impartner Software | 2021-2023

- **Designed and shipped MVPs** for Referrals, Marketing Development Fund (MDF), and Business Planning features for a B2B partner relationship management platform
- **Designed dashboard** information architecture (IA) and early interaction model for reporting and status visibility (in progress at time of departure)
- Conducted interviews and created journey maps and personas for team alignment
- Team activities included design advocacy and design system improvements
- Mentor to a junior designer

Residential Home Inspector | Hood River Home Inspections | 2019-2021

- Clear, concise residential home inspections for real estate transactions

Design Lead | IBM | 2013-2019

- Led end-to-end UX for enterprise tools across Kubernetes/microservices, cloud migration, IT operations analytics, and workload automation
- Partnered with engineering on delivery, tracked UX issues in GitHub, and drove stakeholder alignment
- **Microclimate**, a Kubernetes-based microservice development environment
- **Connect-to-Cloud**, a Cloud migration tool for IT Ops centers
- **Operations Analytics**, an IT systems analytics tool for detecting system anomalies
- **Workload automation**, a tool for automating large, complex workflows

Adjunct Professor | Austin Community College | 2015-2018

Instructor in the UX Design Program for the following courses:

- Survey of UX Design
- User Interface Design 1
- User Interface Design 2
- Prototyping 1
- Mobile Design Patterns

Senior Interaction Designer | NetApp | 2011-2013

- Designed onboarding and installer flows for a virtual appliance, reducing setup friction
- Designed system alerts and admin workflows for enterprise configuration and monitoring
- Designed directory integration and permissions experiences, including Lightweight Directory Access Protocol (LDAP) setup and role-based access control (RBAC)

Education

- **M.A., Multimedia**, California State University East Bay, Hayward, CA
- **B.A., Peace & Conflict Studies**, University of California at Berkeley, Berkeley, CA

Certifications and Training

- **Nielsen Norman Group**: Certified UX Designer and Researcher
- **Cooper U**: Interaction Design Practicum
- **Edward Tufte**: Presenting Data and Information