

Summary

I'm a Senior UX Designer with 15+ years of experience specializing in native-mobile design for iOS and Android. I've led numerous end-to-end product design efforts from inception to release delivering elegant, customer-focused solutions for everything from internal tools with mere dozens of users to mobile consumer apps with millions of users. I'm proficient in industry standard tools like Figma, Sketch, and XD.

Skills & Tools

Mobile Design • Design Systems • Prototyping • User Research • Usability Testing • Figma • Sketch • Adobe XD • Jira • Confluence • InVision • iOS • Android • Responsive Web • Design Thinking • Agile Methodology

Design Approach

I care deeply about the craft of interaction design and I always approach a project with empathy and curiosity. My design process blends refined interaction design, systems thinking, and user research with business goals and stakeholder requirements to drive product success and customer delight.

My process is highly collaborative and I strive to build partnerships with product, engineering, research, and customers to create thoughtful, impactful products that exceed customer expectations and business goals. I deliver successful customer experiences that are efficient and deeply intuitive while prioritizing customer needs and clarity of purpose. I have a proven track record of delivering results in an end-to-end design role, producing wireframes and mockups to explore new ideas, building interactive prototypes to conduct user testing, and delivering beautiful, pixel perfect design artifacts in order to bring successful products to market.

Work Experience

AWS GameTech, Seattle, WA – *Senior UX Designer*

August 2022 - October 2024

- Lead UX Designer and end-to-end design owner for a new cloud-based pixel streaming service, from private beta through to planned public launch, defining product goals and executing all interaction and visual design work to deliver a cohesive and streamlined customer experience.
- Successfully delivered five major feature releases that reduced customer onboarding and resource management time by up to 75%.
- Directed UX review and sign-off process with the central AWS UX team, ensuring consistency with platform standards and accessibility guidelines utilizing Figma for design work and interactive prototypes.
- Partnered closely with engineering, PM, and CX teams to shape and refine product direction—conducting UX evaluations, synthesizing customer feedback, and developing design proposals in Figma to inform product roadmap.
- Designed and prototyped an AI-powered tool for streaming configuration and performance optimization, streamlining a previously manual, error-prone process.

T-Mobile, Bellevue, WA – *Senior UX Designer*

January 2017 - July 2022

- Led end-to-end UX design for customer-facing native mobile apps with millions of customers as well as internal tools used by highly technical field teams—balancing elegant user experiences with complex technical requirements.
- Built a scalable mobile design system for iOS and Android using Sketch, creating a visual design language and a

Work Experience, continued

comprehensive suite of modular UX components, significantly reducing design iteration time and ensuring a cohesive, pixel-perfect customer experience across multiple platforms.

- Oversaw full, end-to-end design lifecycles for multiple products—from ideation, to wireframes and mockups, through delivery and implementation—while mentoring designers and managing both internal teams and external vendors.
- Improved design operations by integrating Design Thinking more deeply into product planning, accelerating innovation and aligning UX with engineering goals.
- Designed and launched a mobile-first, AI-powered chatbot experience within T-Mobile's messaging platform, enabling trusted businesses to automate customer support and drive more meaningful engagement.

Filter, Seattle, WA – *UX Designer*

February 2016 – December 2016

- Owned product designs from concept, to wireframe, to high-fidelity deliverable for early stage product concept that would later become T-Mobile Digits.
- Presented concepts and prototypes to client stakeholders for review and approval, ensured alignment between design and development phases.
- Built high fidelity designs, design system, and accompanying styleguide for handoff to client product team.
- Established and redefined existing accessibility standards and design guidelines, allowing designers to deliver elegant, accessible, and consistent designs easily and efficiently.

Fjord, Seattle, WA – *UX Designer*

Sept. 2015 – January 2016

- Redesigned T-Mobile's bill payment experience used by millions of customers from the ground up.
- Translated customer pain points and research into business requirements utilizing affinity mapping, and journey mapping to generate high fidelity wireframes for client review.
- Worked directly with client SMEs and product owners to refine wireframes into high fidelity designs while aligning to the core tenets of T-Mobile's new branding and design guidelines.

Key Abilities

- 15+ years of experience designing for native iOS and Android apps, Web, and Desktop.
- Full UX design ownership – from ideation, to prototype, to high-fidelity deliverable.
- Facilitating effective collaboration between development teams and product owners.
- Thoughtful design process based in system design principles encouraging continuous and open communication between stakeholders.
- Creating and maintaining robust design systems to boost team efficiency and improve design results.
- Leading comprehensive and efficient review and sign-off processes with product leadership.
- Mentoring designers, leading design teams, and managing external design vendors.
- Proficiency in major design tools including Figma, Sketch, and Adobe XD.

Education

Parsons School of Design, New York — AAS, Graphic Design - 2009

Kenyon College, Ohio — BA, Political Science - 2006