

SUMMARY

Senior Product Designer with 13 years designing complex fintech, enterprise, and B2B SaaS products end to end, from discovery and problem definition through information architecture, interaction design, prototyping, high-fidelity UI, and implementation support. Strongest at turning complicated workflows, dense business rules, and large volumes of information into experiences that feel clear and useful without stripping out the complexity users genuinely need. Deep experience with data-rich products, design systems, and AI-assisted experiences, including conversational interfaces and intelligent recommendations. Hands-on individual contributor who designs with intentionality: everything added or removed is a deliberate choice, weighed against whether it earns the user's time.

SKILLS & TOOLS

Design & Product

- Product Design
- Product Strategy
- Interaction Design
- Information Architecture
- Workflow Analysis
- User Flows
- Wireframing
- Rapid Prototyping
- High-Fidelity UI
- Design Systems
- Data Visualization
- Accessibility
- Design Thinking

AI Experience & Tools

- AI-Native Product Design
- Conversational Interfaces
- AI-Assisted Workflows
- AI-Assisted Research & Synthesis
- Intelligent Recommendations
- Rapid AI Prototyping
- Claude Code
- Microsoft Copilot
- Cursor
- ChatGPT
- Figma AI
- Antigravity

Tools & Technologies

- Figma
- FigJam
- Adobe Creative Suite
- Framer
- Webflow
- Jira
- HTML & CSS
- SharePoint
- Microsoft Power Apps
- Visual Studio Code
- Microsoft Office
- Highcharts
- Notion

Research

- User Interviews
- Usability Testing
- Heuristic Evaluation
- Workshop Facilitation
- Synthesis

Additional

- Bilingual (English & Spanish)
- Agile Methodology
- Branding
- Media Production

EXPERIENCE

ExxonMobil, Houston, TX (Hybrid)

Senior UX Designer & Researcher, May 2026–Present

- Design internal enterprise products end to end: user flows, information architecture, wireframes, prototypes, and high-fidelity interfaces, from problem definition through implementation support
- Redesigned an internal AI knowledge tool, rebuilding the visual hierarchy and interface structure of an AI-generated starting point and reworking how generated responses are presented to users
- Lead discovery where a project calls for it, running research plans, stakeholder and user interviews, and workflow analysis, then translating findings into the design direction
- Shape the information architecture and content governance behind internal AI retrieval, defining where knowledge lives, how it is structured, who owns it, and how it stays current
- Lead UX evaluation of enterprise platforms across search, authoring, governance, permissions, and AI-assisted retrieval, bringing user evidence into platform decisions

BNY Mellon | Pershing, Houston, TX (Remote)

Senior Product Designer, June 2023–May 2026

- Led end-to-end design across the investment track of Wove, BNY's wealth-management platform, covering portfolio construction, model management, analytics, tax workflows, and AI-assisted investment experiences
- Normalized portfolio construction across 8 model types that had each drifted into separate create, edit, and view experiences, standardizing the shared patterns and layering model-specific rules only where the business genuinely required them
- Rebuilt model management into an operational hub with persistent saved views and search that let advisors find models by the securities inside them rather than by metadata, pairing the UX work with engineering on caching and re-architecture for speed
- Turned AI Portfolio Builder from an engineering-built concept into a coherent advisor experience, structuring AI responses alongside financial data and designing for transparency and control after advisors raised concerns about automation displacing their judgment
- Designed a configurable report-packaging tool giving financial professionals control over report structure, content, layout, and PDF output, one of the platform's hardest interaction problems
- Spent six months embedded on the platform's design system team, building and documenting components across variants, states, theming, and color, auditing the library so patterns behaved the way designers actually used them, and becoming the primary US resource during the 2.0 migration
- Partnered with product owners and engineers several times a week to turn ambiguous requirements and live client issues into shipped workflows, bringing engineering into design reviews early and using research to settle open questions

GEICO, Houston, TX (Remote)

Senior UX Designer (Part-Time), February 2025–March 2026

- Designed data-heavy internal products for GEICO's engineering platform covering cloud spend, capacity, infrastructure utilization, and cross-team dependencies
- Defined the architecture for a technical catalog spanning APIs, teams, systems, repositories, and data, identifying shared metadata for a consistent base and type-specific content for filtering and detail
- Designed the Service Provider Metrics dashboard across Kubernetes, Kafka, VMs, storage, and databases through 10+ high-fidelity iterations, restructuring it into service-specific views once engineering established the combined view would not perform
- Defined the budget and capacity dashboard through FigJam workshops with infrastructure teams rather than a handed-down requirements list
- Designed a Change Control Service with daily, weekly, and monthly calendar views in light and dark mode, using Cursor for the first concept, then replacing generated elements with GEICO's real components and correcting the interaction logic
- Designed a cross-team Dependency Management workflow recording teams, owners, work item IDs, and timelines, replacing verbal commitments with accountable records

EDUCATION

Maryland Institute College of Art, Baltimore, MD

Master of Professional Studies in UX Design, 2022

University of Houston, Houston, TX

Bachelor of Fine Arts degree in Graphic Communications, 2014

Houston Community College, Houston, TX

Associate in Arts degree, 2009

PROFESSIONAL CERTIFICATE

Certification in Design Thinking and Innovation (2025)

Harvard Business School Online

RECOGNITION

Records for Life

Top 40 finalist, Bill & Melinda Gates Foundation, 2014

Publicis Sapient, Houston, TX (Remote)

Senior Experience Designer, April 2022–April 2023

- Designed Tax Transition end to end for Pershing X, now Wove, a 0-to-1 advisor workflow spanning account selection, holdings review, model comparison, tax-budget adjustment, and trade review
- Used usability testing to challenge a business-driven workflow: advisors could not follow what the interface was asking, so I built the simpler alternative that shipped
- Designed Portfolio Analytics, helping advisors evaluate portfolios against difficult historical market conditions, and Direct Indexing advisor workflows
- Took on design lead responsibilities for roughly six months while staying hands-on, presenting to BNY Mellon and mentoring a junior designer; BNY recruited me directly to continue the work as it built its internal design team

Ernst & Young, Houston, TX (Remote)

Interactive Media Technologist, May 2020–April 2022

- Redesigned navigation and information architecture for a 300+ page internal FAQ platform in a three-week window, delivering reusable templates rather than rebuilding every page
- Designed roughly 150 internal enterprise pages from reusable patterns plus registration, survey, and questionnaire workflows, using working HTML and CSS to design within what the platform could actually support while completing a UX master's degree

ExxonMobil, Houston, TX

Web Designer, March 2019–March 2020

- Sole designer for Fuels & Lubricants Digital Transformation, designing internal web experiences and the content architecture defining how collaboration, training, KPI reporting, and communications were distributed across enterprise platforms
- Built reusable visual systems including 100+ icons for abstract business concepts, plus the templates, dashboards, and reporting that communicated strategy and operational performance to employees and leadership

Halliburton, Houston, TX

Instructional Multimedia Designer, August 2018–March 2019

- Designed interactive learning experiences for engineers and technical staff, defining sequencing, hierarchy, pacing, and interaction behavior, and simplified complex mechanical concepts through technical illustration and instructional diagrams

Six Foot, Houston, TX

Designer, September 2014–March 2018

- Designed in-game UI, product pages, purchase flows, and tiered offerings for Dreadnought, a free-to-play live-service game, and created and maintained its icon libraries
- Turned player, beta, and event data into infographics and visual summaries, the start of the data-visualization thread that later carried into enterprise dashboards and financial analytics
- Moved from visual and UI design into UX practice alongside a dedicated UX designer, and designed web experiences for NRG including EVgo, Disney, and HBO plus the Nintendo Switch packaging for RiME across international markets

Dearwater Design, Houston, TX

Designer, May 2013–September 2014

- Created wireframes, site maps, and interfaces for client websites inside a three-person studio, gathering requirements directly from clients, alongside publication and print work for Memorial Hermann and the National Parks Conservation Association