



Experience

Product Designer at Raft

Apr '22 – Present

- Lead UX research and design efforts across federal products, partnering with government stakeholders, product teams and engineers to improve data quality, streamline workflows and enhance accessibility for the Temporary Assistance for Needy Families (TANF) Data Portal
- Plan and conduct mixed-methods research including user interviews, usability testing, journey mapping, workshops and heuristic evaluations, leveraging AI-assisted synthesis workflows to identify themes and translate findings into roadmap priorities, feature enhancements and workflow redesigns
- Mentored two designers while serving as the sole researcher and designer on multiple projects, establishing research and design practices that improve cross-functional alignment and product decision-making
- Directed Raft's first corporate rebrand, preserving and evolving the company identity, creating brand guidelines and digital assets, and designing the public-facing website that helped establish branding as a strategic company investment

Product Designer & Owner at Victoria Designs, LLC

Jan '21 – Present

Clients included Nouisot, acquired by Lovelytics and Valley IT Solutions

- Partnered with engineers, product leaders and executive stakeholders to design predictive analytics platforms and data-intensive dashboards for enterprise and Department of Defense customers
- Translated ambiguous requirements and lean internal research into user flows, wireframes and high-fidelity designs, clarifying complex workflows, edge cases and implementation constraints
- Audited legacy applications to identify usability and accessibility gaps, providing actionable design direction for engineering teams

Product Designer at Booz Allen Hamilton

Jan '21 – Mar '22

- Designed and facilitated the project's first UX workshop for U.S. Air Force data analysis tools, aligning stakeholders on user needs, roadmap priorities and major feature launches
- Conducted usability tests, focus groups and interviews with data teams to validate advanced analytics workflows, inform product decisions and support feature adoption while balancing user needs, mission requirements and security constraints

Founding Product Designer at Novetta (now Accenture Federal Services)

Nov '18 – Jan '21

- Led UX strategy and design as the sole designer across 23 Department of Defense analytics applications used by military analysts worldwide, transforming complex intelligence, logistics, cyber and medical workflows into intuitive, mission-focused experiences
- Created shared design system components and implementation guidance for React-based products, providing 6+ engineering teams with annotated wireframes, design reviews and acceptance criteria to improve consistency and reduce delivery ambiguity
- Supported capture efforts for a multi-million-dollar Army medical contract during COVID-19, contributing to the organization's expansion into the Department of Health Management Systems



Digital Designer at Travel Leaders Network

Jun '16 – Nov '18

- Designed consumer-facing websites, email campaigns and interactive digital assets for leading travel brands including Royal Caribbean International, Universal Orlando, Hilton, and AmaWaterways, supporting campaign work that helped secure a multi-million-dollar Royal Caribbean contract

Education

M.S. Human Centered Design and Engineering at the University of Washington (3.91 GPA)

Jun '25

Product Designer for Sony: Sponsored Capstone

Increasing brand loyalty and sales for Sony by transforming the customer service experience, integrating AI to personalize support and implementing sustainable tech disposal practices to align with consumer values

User Researcher for Isabella's Clearly: Sponsored Project

Decreased checkout drop-off rates by 55% through heuristic evaluations and 20+ user testing sessions where I identified and fixed critical usability issues in the product purchase journey and opportunities quicker product purchase

Graduate Research Assistant: Integrating AI to Evaluate Heuristic Evaluations for User Interfaces

Designed the end-to-end experience for an AI-assisted usability evaluation tool that analyzes interface designs and identifies heuristic violations using Nielsen Norman Group principles that help designers uncover usability issues faster, reducing the time traditionally required for heuristic reviews

Graduate Research Assistant: Designing Healthy Eating Future for Latinx

Developed targeted interview questions to investigate how Latinx adolescents in rural Washington understand and make eating decisions as they gain autonomy

Graduate Research Assistant: Designing a Breast Cancer Screening Outreach Tool for and with Black/African American Women

Designed a high fidelity prototype chatbot outreach tool based on results from existing co-design sessions with Black women between 40 to 74 years old. Done in collaboration with the Cierra Sisters, a breast cancer survivor and support organization and UW Medicine

Cuepal: Best Graduate Student Application Award, Microsoft AI Classroom Hackathon

Designed the end-to-end experience for an AI-assisted usability evaluation tool that analyzes interface designs and identifies heuristic violations using Nielsen Norman Group principles that help designers uncover usability issues faster, reducing the time traditionally required for heuristic reviews

User Experience Courses at Bentley University

Feb '23

Included Courses

User and Task Analysis, Usability Testing, Managing the User Experience Group, Human Factors and the User Experience, Field Methods and User Research

B.A. Dual Degree in Graphic Design and Psychology at Syracuse University

May '16

User Interface Designer

Served as the in-house designer for 5 faculty-led programs, translating stakeholder needs into clear, consistent visual assets. Redesigned a program website in partnership with a the main developer, improving the digital experience for public officials participating in international training programs



Skills & Core Competencies

Product Design

AI Product Design, Product Strategy, User-Centered Design, Interaction Design, Design Thinking, Information Architecture, User Flows, Wireframing, Storyboarding, Prototyping, Design Systems, Rapid Prototyping, Accessibility (WCAG), Responsive Design

Research & Validation

User Interviews, Usability Testing, Survey Design, Concept Testing, Heuristic Evaluation, Contextual Inquiry, Journey Mapping, Persona Development, Co-Design, Workshop Design and Facilitation, Mixed-Methods Research, Quantitative and Qualitative Analysis, Affinity Mapping, Insight Synthesis

Technical & Collaboration

Figma, FigJam, HTML/CSS, Python, Generative AI Tools (ChatGPT, Claude, Codex, NotebookLM), Accessibility Testing, Requirements Gathering, Roadmap Planning, Stakeholder Management, Cross-Functional Collaboration, Design-to-Development Handoff, Agile Methodologies

Leadership & Service

Masters Curriculum Representative for UW HCDE Graduate Student Association

Apr '24 – Jun '25

- Lead the planning and execution of a 9-week summer design jam for 50+ graduate HCDE students. Facilitated clear and effective communication with design jam industry sponsors, industry mentors and student participants, ensuring alignment on deliverable goals and successful collaboration
- Co-facilitated quarterly informational sessions with the academic counselor to help graduate students navigate curriculum requirements, academic planning and program resources

Design Mentor for Interaction Design Association (IXDA)

Nov '21

Supported the professional journey of two aspiring designers and researchers. Provided actionable guidance on resumes, portfolio presentations and design thinking perspectives for in their current professional roles

Design Coach for Syracuse University's Newhouse School Pixels and Print Workshop

Apr '21

As 1 of 2 art directors for the Digital Team, I provided art direction and industry design thinking tools for the graphic design students as they created designs for a web platform serving as a capsule of the projects they created during the COVID pandemic in a fully intensive three day workshop