

EXPERIENCE

Gusto Staff Product Designer June 2025 – Present Designing a world class CX support platform with end-to-end, AI-assisted workflow, from strategy to prototypes to production – all in code. Built the human-evaluation interface for AI quality; now designing a multi-expert evals platform for domain teams.	
Meta Platforms Lead Product Designer December 2021 – April 2025 Care, Enterprise Engineering Case handling platform for Meta's Reality Labs and Metamates Space Planning + Campus, Enterprise Engineering Capacity planning with supply/demand forecasting for Meta's real estate holdings. "Door to desk" experience integrating employee services. Financial Planning Self-service financial reporting and analytics for Meta leadership.	
Amazon.com Sr. UX Design Lead June 2016 – November 2021 Customer Service Technology – Lead UX designer, Aviary Chat Launched an AI chat channel for Amazon's customer service platform. Amazon Fresh Grocery – Art Director / UX, Signage (Launch Team) Developed signage and wayfinding for Amazon's new grocery stores. Global Learning and Development – Lead UX designer, Learning Genome Led development of a learning platform powered by ML to accelerate learning. Kindle Content – Sr. UX designer, Amazon Author Central Designed the centralized experience platform for self-published authors.	
POSSIBLE Worldwide Sr. Designer 2013 – 2016	

SKILLS

Product Innovation	Experience Design	Applied AI
Design Strategy	Research	AI Enablement, AI
0-1 Development	IA	Fluency Task Force,
Thinking Big	Visual Design	Claude Code, CLI, MCPs,
Curiosity	Code Prototypes	Human Evals, Prompt
XFN Collaboration	Data driven design	Engineering, Idea to Prod

EDUCATION

University Of California, Los Angeles – Physical Anthropology (Pre-Med)
Otis College Of Art + Design