

Summary

Senior UI/UX/Product Designer with 9+ years of enterprise experience in healthcare, government, and retail

I specialize in making intricate workflows simple, mentally digestible and scalable. My mind is very tech-curious, so lately, artificial intelligence is at the forefront of many of my routines. While we don't know where AI is headed, I'm ready to work with both traditional and future product design methods for wherever our industry lands.

Experience

CMBC, LLC

Everything Consultant
Sep 2024 - Present
Windermere, Florida

- Applying cross-functional problem-solving skills such as plumbing, home repairs, toy repairs, installations, accessibility support, troubleshooting and technical support to resolve client issues and sustain "food intake rates" for my hungry children
- Learning the precise needs of LLMs to produce more accurate AI output with prompting styles, context, rules, and MCPs that minimize hallucinations
- Experimentally designing an AI-driven, 50K-user swim school scheduling and client-management system using React and Firebase within Cursor

Design for Context, LLC

UX Designer
Dec 2021 - Sep 2024
Chevy Chase, Maryland

- Co-led the re-design of PECOS 2, a \$100M enterprise level Medicare enrollment platform used nationwide by providers and 12 administrative contractors, reducing confusion, creating and unifying fragmented state and federal workflows, and minimizing call center escalations
- Designed and prototyped the first-ever Medicare electronic termination flow, with TurboTax-like fallback protections that reduced call volume, prevented payment disruptions, and improved form completion accuracy
- Hosted weekly user feedback sessions between providers, administrative contractors and developers, which aligned user workflows with business objectives, system logic and proactively addressed any technical or usability impacts
- Developed detailed micro-interaction prototypes, including address validation to combat fraud, contributing to a cleaner and more unified design system

Webenology, Inc.

Lead Product Designer
Jan 2021 - Dec 2021
Saint Louis, Missouri

- Designed and implemented an end-to-end desktop/mobile SaaS inventory system for 1st Phorm, a \$100M health and fitness company, reducing mis-picks, stock losses and expired inventory across a 185,000 sq. ft. warehouse and 25+ retail locations
- Implemented real-time tracking features that improved product availability, reduced waste and increased supply chain transparency
- Collaborated directly with warehouse teams, retail managers, and developers to align UX decisions with operational workflows and front-end capabilities
- Built branded WordPress websites and a career page using Elementor for clients like Ampjack and Engineered Power Systems Inc., increasing visibility while saving costs on third-party product listing and hiring platforms

Experience (Continued)

Accredo Express Scripts (Cigna Subsidiaries)

UX Designer
Jun 2017 - Jun 2020
Saint Louis, Missouri

- Redesigned a 9-step checkout flow for perishable oncology medications—averaging \$10K per patient per month—into 3 steps, improving delivery timing and reducing spoilage risk
- Integrated 50+ APIs, including delivery windows and patient availability, to optimize load speeds, reduce missed shipments, and streamline order processing
- Developed a CRM design system for 7 Agile teams, informed by user research (dialogues, screen recordings, eye-tracking), improving accessibility, cognitive flow, and task efficiency for 3,000 users

Additional Background

As fast as artificial intelligence is moving, I'm adapting my existing product design experience by staying on top of the latest AI agentic application development tools and trends. I see the advantages vibe coding gives my industry while recognizing it's current shortfalls - a unique combination of skills that few application designers have at this point in time.

Before software design, I trained underserved communities through Apple's ConnectED initiative and supported users with disabilities through one-on-one accessibility training. I placed 9th out of 300 in an Apple innovation challenge to improve iOS for older adults—an experience that sparked my career into UX design. Earlier in my career, I did branding and campaign work for global clients like Kellogg's and Listerine across agencies in New York, Sydney, and California, developing a strong foundation in storytelling, visual design and marketing.

Education

LaunchCode / Harvard University
CS50x Coding Certification

Miami Ad School
Art Direction Certification

University of Missouri - Columbia
BA of Journalism in Advertising

Skills & Tools

Design & Research

UI/UX Design
Graphic Design
User-Centered Design
Interaction Design
Design Systems/Component Libraries
Design Documentation
Typography
Information Architecture
Wireframes/Mockups
Rapid Prototyping
Strategic Planning
UX Research
Usability Testing
Accessibility (WCAG/ADA)
Legal and Healthcare Compliance

Tools & Platforms

Figma
Axure RP
Sketch
Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects)
Affinity (Photo, Designer, Publisher)
AI Development (Cursor, Claude Code, Uizard, Relume, Strella, Kraftful)
LLMs (ChatGPT, Claude, v0)
WordPress
Elementor
Jira
Confluence
Miro
Microsoft Office (Outlook, Excel, Word)

Concepts, Code & Collaboration

LLM Prompting
Context Engineering
Project Management
HTML/CSS
JavaScript
Responsive Design
CMS Integration
Front-End Collaboration
API Collaboration
Agile & Scrum Environments
Cross-Functional Team Alignment
Version Control