

ABOUT ME

I enjoy working with people to learn about them, their challenges, their frustrations, and their goals. I strive to build experiences that help people feel smart, safe, and powerful.

I have extensive experience designing for both SaaS and consumer-facing products. I have worked with various cross-functional teams, both alone and collaboratively, working with engineers, product managers, company executives, customers, and other key stakeholders. My background in engineering has allowed me to straddle the line between design and development to collaborate exceptionally well with engineers.

Outside of work, I enjoy spending quality time with my fiancée and our dogs (Enzo and Luna), riding or working on my old motorcycles, and maintaining our 220-year-old farmhouse.

SKILLS

- Design Systems
- User Testing
- UX Research
- User and Stakeholder Interviews
- Wireframes / Prototyping
- Data Visualization
- Enterprise UX
- Cross-Functional Collaboration
- HTML
- CSS
- JavaScript

MY TOOLKIT

I use a broad range of always-evolving tools and technologies to do my job. My current workflow utilizes (but is not limited to):

- Figma
- Miro
- Notion
- Balsamiq

EXPERIENCE

Manager of User Experience – RealTime-CTMS

Apr 2023–Present

- Established a research- and data-driven UX practice and contributed to the standardization of the product development process.
- Established and managed the UX department, helping to develop the skills and knowledge necessary to create an effective and useful product, while working to empower them to make product decisions, balancing the needs of the users with business requirements and timelines.
- Worked closely with the C-suite, executives, and key customers to drive product decisions and strategy.
- Led many large-scale and high-stakes product design initiatives and improvements, which contributed to the closing of new customer deals, reduced customer support requests, and improved user satisfaction with the platform.

Senior UX/UI Designer – Complion

Feb 2022–Jan 2023

- As the lead UX/UI Designer at Complion, I established a research- and data-driven UX practice.
- Conducted user research and developed user personas to better inform product and design decisions.
- Worked closely with Product, Engineering, and Customer Success teams, along with other key stakeholders, to validate and develop new features and functionality.
- Created a design system utilizing the new corporate branding to improve consistency and reduce development time across the application.

Senior UX/UI Designer – CommerceHub

May 2019–Jan 2022

- Led UX on multiple product teams, working closely with product owners, engineers, company executives, and other stakeholders.
- Collaborated with engineers to create a front-end application starter toolkit, containing production-ready UI components. This virtually eliminated inconsistencies across common components in our applications and decreased the time to spin up a new application from multiple days to one hour.
- Designed and helped implement a performance monitoring suite of applications that gave our customers a better understanding of their drop-ship program's performance.

UX/UI Designer – CommerceHub

Jul 2014–May 2019

- Led UX on multiple product teams, working closely with product owners, engineers, and other stakeholders.
- Built and maintained a functional style guide for engineers to reference, improving consistency across numerous applications and reducing development time.
- Created a component library in Sketch (and later, in Figma) for designers to utilize, improving consistency and reducing the amount of time and effort put into recreating existing standard components.
- Designed an application that helped suppliers easily set up products that followed retailers' vastly differing data requirements to be sold on retailers' websites.

Web Developer – WhoSay*Jan 2012–Jul 2014*

- Developed the front end of a social media website centered around celebrities and influencers.
- Primarily focused on UI development and assisted in UX/UI design as needed.
- Redesigned and developed the internal admin application front-end to improve usability for our internal account managers.
- Contributed to the rewrite of the front-end of the consumer-facing application, and single-handedly made the application responsive for mobile devices.

Web Developer – Self-Employed*Sep 2007–Jan 2014*

- Provided design and front-end development solutions for small companies and artists to promote and sell their products online.
- Worked directly with clients to ensure a product that appealed to their target demographics.
- Managed evolving client content and provided routine updates as needed.