

PROFESSIONAL SUMMARY

Principal Product Designer with 13+ years designing enterprise platforms across fintech, retail, and healthcare. Specializes in AI-assisted systems and configuration-driven platforms supporting complex operational decision-making. Experienced designing data-driven workflows, translating machine learning outputs into usable interfaces, and aligning Product, Engineering, and Data teams to deliver scalable enterprise systems.

EXPERIENCE

Principal Product Designer | AI Pricing & Decision Platform

The Home Depot – Atlanta, GA | November 2025 - February 2026 (Contract)

- Led UX for mPulse, an AI/ML pricing platform supporting Merchandising teams managing thousands of SKUs
- Translated ML outputs into usable decision workflows through scenario modeling, data visualization, and AI transparency and feedback patterns
- Conducted research across 6 user groups to align product direction with real operational needs
- Designed interaction frameworks supporting explainability, human oversight, and trust in AI-assisted pricing systems
- Partnered with Data Science to align UX with model behavior, improving pricing logic transparency and system feedback
- Defined future-state UX enabling proactive pricing insights and faster decision-making across merchandising workflows
- Defined decision-support patterns that improved clarity and reduced ambiguity in AI-generated recommendations

Senior Product Designer | Enterprise Analytics & Payment Platforms

Fiserv – Alpharetta, GA | June 2022 – October 2025

- Led UX for enterprise analytics and payment platforms serving 10-15 major financial institutions
- Managed and mentored 5-6 designers across distributed product teams, improving design quality and delivery consistency
- Designed dashboards and configuration tools supporting complex financial workflows and enterprise data environments
- Established a reusable UX pattern library adopted across product teams, improving consistency and speed
- Improved design delivery velocity by standardizing workflows and reducing rework through shared UX patterns
- Simplified data-heavy dashboards by reducing cognitive load and improving decision clarity for enterprise users
- Designed for ambiguity by defining system feedback, fallback states, and user control patterns across complex workflows
- Played a key role in scaling design maturity by introducing repeatable UX frameworks and decision-support design principles

UX Advisor

Fiserv – Alpharetta, GA | July 2021 – June 2022

- Guided enterprise initiatives introducing AI-assisted workflows and automation
- Led cross-functional workshops aligning product direction with user needs and system transparency
- Defined UX standards for scalable analytics and automation platforms
- Delivered research-driven recommendations shaping roadmap decisions
- Guided teams from feature-driven to workflow-driven design, improving alignment between user needs and system capabilities
- Defined experience guardrails supporting scalable automation and analytics-driven platform initiatives

Senior UX Designer

Ping – Atlanta, GA | December 2019 – June 2021

- Designed an enterprise configuration and deployment platform supporting complex B2B system environments
- Built interaction models translating configuration data, dependencies, and system signals into actionable decision workflows
- Developed scalable UX frameworks supporting validation, deployment, and system management across product lines
- Partnered with Product to define platform direction based on system behavior and operational needs
- Increased adoption of platform capabilities by improving clarity of decision-making workflows and reducing user uncertainty

UX Design Lead

Online Insight – Atlanta, GA | April 2018 – November 2019

- Led UX for healthcare onboarding and engagement platforms serving a broad patient and provider user base
- Reduced onboarding friction by identifying key drop-off points and redesigning flows based on usability insights
- Translated complex operational and regulatory requirements into intuitive, scalable experience frameworks
- Delivered end-to-end UX from concept through launch

UX Designer

WebMD – Atlanta, GA | November 2013 – March 2018

- Designed large-scale healthcare onboarding experiences for national audiences across web and mobile
- Simplified complex healthcare journeys through research-driven design
- Delivered interaction and visual design across multiple product lines
- Designed for high-traffic consumer health platforms serving millions of users across web and mobile
- Contributed to long-term platform evolution through continuous research, iteration, and design improvement

EDUCATION & CERTIFICATIONS

- B.A. Graphic Design, A.A. Studio Art | Anderson University
- Generative AI Strategy & Leadership Program | Vanderbilt University
- Human-Computer Interaction for User Experience Design, Designing and Building AI Products and Services | MIT
- Interaction Design Foundation (IxDF)
- Nielsen Norman Group (NNG)

Core Tools: Figma • FigJam • Miro • UXPin • Power BI • Tableau • Pendo • Google Analytics • Notion • ChatGPT • Claude • UX Pilot • Midjourney

Core Capabilities: Enterprise Platforms • AI UX • Decision Systems • Analytics UX • UX Strategy • Design Systems • Data Visualization • Explainable AI (XAI) • Human-AI Interaction • Prompt Engineering