

PROFESSIONAL SUMMARY

Principal Product Designer specializing in enterprise SaaS platforms, operational systems, and AI-assisted workflows. Experienced translating ambiguous requirements, technical constraints, and large-scale data into intuitive, production-ready experiences supporting complex decision-making environments. Proven track record designing scalable workflow systems across retail, financial, healthcare, and enterprise platforms while partnering closely with Product, Engineering, and data teams to simplify complexity and improve operational clarity.

EXPERIENCE

Principal Product Designer

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

- Shaped UX for mPulse, an AI/ML pricing platform supporting Merchandising teams managing thousands of SKUs
- Translated machine learning outputs and model behavior into actionable operational workflows
- Conducted research across 6 user groups to align product direction with real merchandising needs
- Designed interaction frameworks supporting explainability, human oversight, and trust in AI-assisted pricing systems
- Partnered with Data Science to improve logic transparency, workflow clarity, and system usability
- Defined future-state UX supporting proactive pricing insights, workflow automation, and faster operational decision-making
- Established decision-support patterns improving clarity and reducing ambiguity in AI-generated recommendations

Senior Product Designer

Fiserv – Alpharetta, GA | June 2022 – October 2025

- Directed product design initiatives across enterprise analytics and payment platforms serving 10–15 major financial institutions
- Managed and mentored 5–6 designers, improving quality and delivery consistency across teams
- Designed enterprise dashboards and operational tooling supporting complex financial systems
- Established reusable UX frameworks adopted across product teams, improving consistency and scalability
- Designed systems supporting high-volume financial decision workflows and operational visibility
- Simplified data-heavy experiences by reducing cognitive load and improving decision clarity for enterprise users
- Defined feedback models, fallback states, and user control patterns across complex workflow systems
- Introduced scalable UX principles improving workflow orchestration and design maturity across teams

UX Advisor

Fiserv – Alpharetta, GA | July 2021 – June 2022

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

Senior UX Designer

Ping – Atlanta, GA | December 2019 – June 2021

- Designed enterprise configuration and deployment platforms supporting complex B2B operational environments
- Built interaction models translating system dependencies and configuration data into intelligent operational workflows
- Developed scalable UX frameworks supporting validation, deployment, automation, and platform management
- Partnered with Product to align platform direction with operational needs and system behavior
- Improved adoption by increasing workflow clarity and reducing user uncertainty across enterprise systems

UX Design Lead

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

- Led UX for healthcare onboarding and engagement platforms serving patient and provider ecosystems
- Reduced onboarding friction by redesigning workflows based on usability insights and behavioral analysis
- Translated operational and regulatory requirements into intuitive, scalable workflow experiences
- Delivered end-to-end UX strategy and execution from concept through launch

Senior UX Designer

WebMD – Atlanta, GA | November 2013 – March 2018

- Designed large-scale healthcare onboarding experiences across web and mobile platforms
- Simplified complex healthcare journeys through research-driven interaction design
- Delivered interaction and visual design solutions across multiple enterprise healthcare products
- Designed high-traffic consumer health experiences serving millions of users across digital platforms
- Contributed to long-term platform evolution through continuous research, iteration, and usability improvements

EDUCATION & CERTIFICATIONS

- **Anderson University** | B.A. Graphic Design, A.A. Studio Art
- **Vanderbilt University** | Generative AI, Prompt Engineering & Agentic Systems
- **MIT** | Human-Computer Interaction & AI Product Design
- **IxDF** | Enterprise UX, AI Product Design & Human-AI Interaction
- **Nielsen Norman Group (NNG)** | UX Strategy, Research & Scalable Design Systems

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

Core Capabilities: AI-Assisted Workflows • Operational UX • Human-AI Interaction • Decision-Support UX • Workflow Orchestration • Automation UX • Analytics Platforms • Design Systems • Data Visualization • Explainable AI (XAI) • Systems Thinking • Prompt Engineering