

Work Experience

dbt Labs

Senior Product Designer

- Lead the design of the dbt Cloud developer experience, driving iterative improvements that boost NPS scores, elevate user satisfaction, and enhance retention.
- Collaborate with cross-functional teams to refine and update the design system, ensuring coherence across multiple product updates.
- Partner with product management and engineering to align product, technical, and user needs through the review of mockups, prototypes, and user research for effective product enhancement planning.

September 2022 - Present

Adobe

Senior Experience Designer

- Led design and research initiatives for the Creative Cloud plugin marketplace, enhancing user experience and accessibility for developers.
- Collaborated with cross-disciplinary teams to update the plugin submission experience, defining project requirements and developing prototypes for user testing and stakeholder alignment.
- Created comprehensive design frameworks and planning documentation to streamline communication and support engineering efforts.
- Designed visual updates for the Creative Cloud plugin marketplace for increased user engagement.

August 2021 - August 2022

CircleCI

Product Designer, Senior Product Designer

- Developed innovative design solutions for pricing and admin account experiences by collaborating with cross-functional teams, effectively presenting UX strategies to leadership to enhance user understanding and drive growth.
- Analyzed user behavior with internal data analysts to inform product goals and optimize long-term tracking of usage and adoption metrics.
- Led the overhaul of the design system by creating comprehensive resources in Figma and championing the establishment of a specialized frontend development team.
- Collaborated with data analysts to track user behavior and product goals.

June 2020 - August 2021

Vox Media

Senior Product Designer

- Spearheaded product enhancements and new features for the Chorus CMS by translating complex business and user needs into impactful, user-centric design solutions.
- Developed comprehensive user flow diagrams, wireframes, and prototypes, facilitating effective design reviews and usability evaluations with cross-functional teams to optimize product updates and elevate the design system.
- Collaborated closely with product management to define strategic product requirements, designing a streamlined video content management experience that significantly increased workflow efficiency and ease of use.

April 2019 - May 2020

Uncommon Goods

UX Designer/Researcher

- Provided guidance on the implementation of quantitative and qualitative UX research methodologies with the product organization, and conducted analyses to uncover design opportunities and enhance product functionality.
- Coordinated design efforts and facilitated workshops to innovate digital and physical customer experiences, driving improved usability and customer satisfaction.
- Created user interfaces for new e-commerce checkout experiences, and collaborated with visual brand designers to elevate the shopping experience, resulting in increased positive customer feedback and conversion rates.

April 2017 - December 2018

The Home Depot

Interaction Designer

- Created designs for a new web-based internal data management tool, resulting in minimized friction, enhanced efficiency, and streamlined coordination in finance and pricing processes.
- Conducted user research and collaboratively designed with end users, resulting in alignment between multiple departments on product vision.
- Used iterative prototyping and design to align with engineering and product management on design decisions and project planning.

November 2016 - March 2017

Fors Marsh Group

UX Researcher

- Conducted user research to identify usability challenges and develop actionable design recommendations for digital projects at CFPB, the National Cancer Institute, and various government organizations.
- Designed prototypes, user flows, wireframes, and site maps in collaboration with product teams, delivering comprehensive qualitative and quantitative analyses to present data-driven solutions for improved user experience.
- Presented data-driven solutions and identified usability challenges for digital tools used for internal operations and public engagement, resulting in increased user engagement.

August 2015 - October 2016

Talks and Articles

Lesson learned: looking at more than one metric to inform your designs

[LINK](#)

@ Hotjar Ecommerce UX Lightning Talks

KPIs in Context: Working with Analytics to Better Understand User Behavior

[LINK](#)

@ ReCON 18

UX Lessons from a Survey Research Career

[LINK](#)

@ UX Collective

Design Ethics: Inclusivity in the Design Process

[LINK](#)

@ AlterConf 2017

Design Ethics in Practice

[LINK](#)

@ The Interconnected

Education

MA in Communication

@ University of Massachusetts, Amherst

BA in Psychology

@ Harvard University

Skills

UX design | Product design | Visual design | Data analysis | User research and usability testing | Design and product strategy | Design workshop facilitation | Data-informed design