

EDUCATION	Yale University New Haven, CT	B.A. Computing and the Arts , Graphic Design concentration AUG 2018 – MAY 2022
EXPERIENCE	Amazon Seattle, WA	UX Designer II, AWS Support JULY 2024 – PRESENT <ul style="list-style-type: none">Led UX strategy across 3 B2B SaaS cloud optimization products (Trusted Advisor, Support Automation, Support Plan Management (SPM)), impacting 5,000+ Enterprise customers, 30,000+ unique monthly SPM visitorsImpacted 51.3% conversion rate of first customer cohort adopting Business Support free trial then converting to full paid plan, with trial request UXLed North Star vision for Generative AI case automation workflow generator for internal builders, anchoring MVP in vision to work backwards fromDrove cross-org partnership with Amazon Field Experience UX team in collaborative internal health score project for Trusted Advisor and AWSentral UX Designer I, AWS Support AUG 2022 – JUNE 2024 <ul style="list-style-type: none">Triangulated user, business, and technical needs through 3 large, 5 medium, 13 small-scale projects including research, journey maps, and prototypes in cloud support domain, partnering with 6 product managers and 30+ engineersLaunched Root Cause Analysis (RCA) console for 26,000+ internal users to support Enterprise customers, streamlining process from legacy consoleConducted 6 usability studies to validate decisions in tight timelines and earn trust with PM to navigate ambiguity and gain customer insightsOrganized UX team monthly learning sessions and mentored 7 interns UX Design Intern, AWS Support JUNE 2021 – AUG 2021 <ul style="list-style-type: none">Redesigned Customer Management Console dashboard page for 2,500+ internal users to resolve external support casesImproved overall ease of use by 37%, as reported in 26 usability sessions MAY 2020 – JULY 2020 <ul style="list-style-type: none">Redesigned cloud health tool, Trusted Advisor, for 90,000+ usersImproved functionality by 66%, ease of use by 12% in 14 usability sessions
	Here.fm Remote (NYC)	Product Design Intern AUG 2020 – MAY 2021 <ul style="list-style-type: none">Designed 10+ interactive features for YC S20 video space startup including onboarding, multiplayer puzzle game, playlists, file support, broadcasting
PROJECTS	Thesis New Haven, CT	Concrete Wheelchair Interface in Virtual Reality SEPT 2021 – MAY 2022 <ul style="list-style-type: none">Modeled Unity VR environment for wheelchair-based concrete interfaceCreated modular unit design system following American Disability Act (ADA) code for rapidly prototyping 3D environments in Unity
SKILLS	Design Tools Code Speaking	Interaction design, Visual design, Usability testing, Journey mapping, OOUX, Heuristic evaluation, Wireframing, Prototyping, VR design, Generative AI design Figma, Sketch, Adobe XD, Framer, Adobe Creative Suite HTML, CSS, JavaScript Host/MC for Conflux 2024 , Amazon’s internal 3000+ attendee design conference