

EDUCATION	Yale University New Haven, CT	B.A. Computing and the Arts , Graphic Design concentration AUG 2018 – MAY 2022
EXPERIENCE	Amazon Seattle, WA	<p>UX Designer II, AWS Support JULY 2024 – PRESENT</p> <ul style="list-style-type: none"> Led UX strategy across 4 cloud optimization and support products (Trusted Advisor, Kumo Automation Systems, Support Plan Management, Health), impacting 5,000+ Enterprise Support customers, 26,000+ internal users Impacted 51.3% conversion rate of customers adopting Business Support free trial to full plan in first month of launching MVP for trial request Drove North Star vision for Generative AI case automation workflow generator for internal builders, anchoring MVP in vision to work backwards from <p>UX Designer I, AWS Support AUG 2022 – JUNE 2024</p> <ul style="list-style-type: none"> Triangulated user, business, and technical needs through 3 large, 5 medium, 13 small-scale projects for cloud health and support management in partnership with 6 product managers and 30+ engineers Conducted 6 usability research studies to validate decisions in tight timelines and earn trust with PM to navigate ambiguity Organized UX team monthly learning sessions and mentored 7 interns <p>UX Design Intern, AWS Support JUNE 2021 – AUG 2021</p> <ul style="list-style-type: none"> Redesigned Customer Management Console dashboard page for 2,500+ internal users to resolve external support cases Improved overall ease of use by 37% as tested in 16 weekly validation interviews and 10 usability sessions <p>MAY 2020 – JULY 2020</p> <ul style="list-style-type: none"> Redesigned full web console of cloud optimization B2B SaaS tool, AWS Trusted Advisor for 90,000+ customers Improved functionality by 66% and ease of use by 12% in usability testing with 14 external/internal user interviews Supported work with journey maps, competitive analysis, heuristic evaluation <p>Here.fm Remote (NYC)</p> <p>Product Design Intern AUG 2020 – MAY 2021</p> <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
SKILLS	<p>Design</p> <p>Tools</p> <p>Code</p> <p>Speaking</p>	<p>Interaction Design, Visual Design, Usability Testing, User Interviews, OOUX, UserTesting.com, Wireframing, Prototyping, Video Editing, Generative AI Design</p> <p>Figma, Sketch, Adobe XD, Framer, Adobe Creative Suite</p> <p>HTML, CSS, JavaScript</p> <p>Co-host/MC for Conflux 2024, Amazon’s internal design conference for creatives</p>