

## EDUCATION

**Yale University** — AUG 2018 – MAY 2022

**B.A. Computing and the Arts**, Graphic Design concentration, GPA: 3.8

## EXPERIENCE

**Amazon** — SEATTLE, WA

**UX Designer I, AWS Support** — AUG 2022 – PRESENT

- Impacted 5,000+ Enterprise Support customers, 26,000+ internal users by leading 3 large, 5 medium, and 13 small-scale projects of 4 product domains
- Partnered with 6 product managers and 30+ engineers
- Independently recruited, planned, and conducted 6 usability research studies
- Led design team monthly learning sessions and mentored 7 interns

**UX Design Intern, AWS Support** — JUNE 2021 – AUG 2021

- Redesigning Customer Management Console dashboard, details page for 2,500+ internal users to resolve external support cases
- Conducted 16 weekly validation interviews and 10 usability sessions, improving overall ease of use by 37%

**UX Design Intern, AWS Support** — MAY 2020 – JULY 2020

- Redesigning 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
- Validated usability and designs with 14 external/internal user interviews, user journey maps, personas, competitive analysis, heuristic evaluation

**Here.fm (YC S20)** — REMOTE (NYC)

**Product Design Intern** — AUG 2020 – MAY 2021

- Designed 10+ interactive features including onboarding, multiplayer puzzle game, playlist, file support, public room, broadcast, lobby, spatial audio
- Conducted user interviews for 3 personas of YC-backed video space startup

## PROJECTS

**Concrete Wheelchair Interface in Virtual Reality**

**Yale Senior Thesis** — SEPT 2021 – MAY 2022

- Created Unity VR environment with wheelchair as concrete navigation interface
- Designed modular unit design system following American Disability Act (ADA) code for rapidly prototyping 3D environments in Unity for VR

## SKILLS

**Design** — Interaction Design, Visual Design, Usability Testing, Generative AI UX

**Code** — HTML, CSS, JavaScript

**Tools** — Figma, Adobe XD, Framer, Adobe Creative Suite