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## Professional Experience

### Lead Product Designer

#### Actuate Ventures

Nov 2023 - Present

Leading strategic product design and AI implementation for deep tech portfolio startups, specializing in LLMs, computer vision, and autonomous systems

- Led 0-1 design for LLM-powered applications creating intuitive human-AI interaction models reducing costs by 30%
- Designed for AI/ML startups across autonomous vehicles, drones, predictive insurance, and risk analysis systems
- Created modular design systems optimized for AI interfaces enabling rapid iteration of machine learning features
- Contributed to \$25M fund deployment through AI/ML expertise increasing investor interest by 50%

### Senior UX Designer - Design Systems

#### Blue Origin

Jan 2022 - Nov 2023

Led enterprise-wide intelligent design systems for mission-critical space technology applications

- Owned AI-enhanced design systems across 50+ applications, reducing development time by 28% while maintaining WCAG compliance
- Increased user satisfaction by 35% through ML-powered improvements to predictive interaction design
- Designed advanced LLM-powered documentation engine that reduced critical user errors worth \$250K per instance
- Partnered with data science teams to implement machine learning features enhancing mission system capabilities

### Senior UX/UI Engineer

#### RoundGlass

Jan 2020 - Jan 2022

Directed UX/UI initiatives for digital wellness platforms with personalized user experiences

- Delivered ML-powered social platform with 95% improvement in load times while implementing predictive user models
- Led 14 engineers in implementing intelligent designs incorporating machine learning features with WCAG compliance
- Built design system with 30+ components, recommendation engines and sentiment analysis
- Applied machine learning for user behavior analysis, increasing testing participation by 12%

### UX Designer/Web Developer

#### Edifecs

Jan 2013 - Jan 2020

Transformed enterprise digital experiences through AI-enhanced user-centered design approaches

- Developed intelligent corporate intranet solutions reducing IT support tickets by 80%
- Implemented WCAG 2.1 AA compliance with AI-assisted accessibility tools across platforms
- Created personas and user flows improving marketing campaign conversion by 20%
- Delivered front-end enhancements with machine learning optimizations improving platform performance by 40%

## Education

University of Washington

### B.S. in Human Centered Design & Engineering - HCI

Focused on user-centered design, UX research, and designing accessible, intuitive technologies through a blend of engineering and design thinking

# Consulting Highlights

## Research and Design Consultant

Honor Bariatric Clinic

Nov 2023 - Present

Enhanced patient digital experience with AI-driven personalization reducing onboarding bounce rate by 20%

## Senior UX Designer

D2020

June 2016 - Nov 2021

Designed ML-powered Marketo & eCommerce workflows reducing campaign development from one week to one day

## Additional Experience & Initiatives

Space tech investor	Active investor in space-tech companies, with contributions exceeding \$3 million in due diligence and venture investments focusing on drones, power systems, climate solutions, and smart cities
Vietnamese Founders & Funders Non-Profit	Launching Vietnamese founders & funders 2025 chapter in Seattle to build and support new entrepreneurial venture scale support for the Vietnamese community

## Public Speaking, Community Engagement & Awards

Innovation Hubs	Organizer for Incubator and Accelerator Hubs 2024, fostering community growth in the deep tech and space tech sectors
Samsung UX Talk	UX for Space Technologies, addressing the intersection of novel design patterns, accessibility and space-tech
Space Tech Panel	Moderated a Space Tech panel for the Redmond Space District, focusing on emerging trends and entrepreneurship in aerospace
W3C Contribution	Contributed to accessibility guidelines & considerations for folding screen display specifications

## Affiliations

- Space Foundation: Partner on curriculum, human experience development
- AstroAccess: Supporter for accessibility of Space travel and technologies
- Future Council: Deep Tech Innovators network
- W3C/WHATWG: Member subscribed to accessibility focused channels

## Skills & Expertise

UX	Methods	Development	Platforms & Tools	Leadership
Design systems Personas Prototyping User research Human Factors	User-Centered Design, Wireframing, Interviews, A/B Testing, Data analysis, Accessibility Design	HTML/CSS/JS Angular, React PHP, node, python, AI, GPT, WCAG 2.1, 3.0	Figma, Adobe, Salesforce, CRM, Marketo, AWS, Azure, Llama AI, LLM, Bert, Co- Pilot	Product Strategy, Cross-functional Team Leadership, Startup Mentor, Community Building, Fundraising