

5+ years designing in consumer facing roles across e-commerce and retail experiences for web and app.

Work Experience

Chewy

Product Designer, Pet Health

Jan 2025 – Present

- Leading design strategy for Chewy Vet Care's suite of products and crafting platforms that integrate e-commerce with healthcare (running prescriptions, appointment scheduling, and pet health records).

Walmart

UX Designer III, Search & Discovery

Jun 2023 – Dec 2024

- Led design for 1 of 5 generative AI design investments using LLMs that launched in 4 months from concept to production, resulting in **+2.62% lift** in add to carts and **+1.1% lift** in conversion.
- Collaborated closely with product to support the launch and onboarding UX of E2E strategy for our GenAI experiences on app featured in CES 2024.
- Responsible for typeahead roadmap and experiences on Walmart e-commerce and contributed to core search, item tile, and fashion roadmaps.

Nordstrom

UX Designer II, Fulfillment CX

May 2022 – Dec 2022

- Led mid-large scaled fulfillment solutions, including the launch of the Stores tab on app that brought **+24k new and unique customers** using our services across Nordstrom and Nordstrom Rack in first month of launch.
- Defined and owned the short and long-term roadmap for omni-channel cx, working strategically and thoughtfully with product, engineering and other cross-functional teams.

UX Designer, Fulfillment & Returns

Nov 2020 – May 2022

- Designed comprehensive solutions and influenced fulfillment and return initiatives that guided our customers across the purchase and post-purchase fulfillment funnel for Web, iOS, and Android app.
- Expanded customer control options for pickup order deadlines, resulting in **+11.1M top line revenue** for store pickups.

Best Buy

UX Design Intern, Mobile Apps

Jun 2019 – Sep 2019

- Led several projects across the Support and Browse portfolio of the Best Buy app, resulting in **+8% appointments booked**, **60% less negative reviews** around tech support awareness, and improving way-finding for browse journeys that led to **+4% conversion on app**.
- Conducted research including usability testing, heat mapping, behavioral mapping and other forms of research discovery to inform design directions with product, QA, research, content design, and engineers.

Skills and Processes

Strengths

iOS, Web, and Android, Product thinking, Interaction and Visual design, Strategy, Research, E-commerce and Retail

Tools

Figma/Make, Claude, ChatGPT, Cursor, Lovable, FigJam, Protopie, UserTesting.com, Dscout, Jira, Confluence, Pen and Paper

Design artifacts

Design charrettes, Sketches, User and task flows, Service blueprints, Journey maps, Personas, Wireframes, Information architecture, Prototypes, High fidelity mock-ups, Design systems, Documentation and guidelines, Accessibility, UX roadmaps, Product vision and strategy

Research artifacts

Interviews, Heuristic evaluations, User research, Task analysis, Usability studies, Contextual inquiries, Behavioral mapping, Surveys, Literature reviews

Education

University of Washington

(B.S.) Human-Centered Design & Engineering
Focus: Human-Computer Interaction