

Technology leader with +25 years of experience in Product including UX design, front-end development, and as well as a solid background in presenting, teaching, and graphic design. Deep dives into customer needs, builds understanding with user assessments and analysis, and develops solutions in partnership with clients.

Education

Bachelor of Fine Arts, Painting
Savannah College of Art and Design, Savannah, Georgia

Bachelor of Fine Arts, Art History
Savannah College of Art and Design, Savannah, Georgia

High School Diploma
Singapore American Schools, Singapore

Training & Certifications

Product Manager Machine Learning, UC Berkeley Executive Education

Certified SAFe 5 Agilist
Scaled Agile Inc.

Product Executive Certificate
Product School

Product Leader Certificate
Product School

Certified Product Manager (CPM)
Product School

Data Analytics Bootcamp
General Assembly

Adobe Certified Instructor
Adobe Inc.

Courses in Project Management—Planning, Budgeting, Scheduling, Risks and Changes
Coursera Course Certificates

Awards and Recognitions

Bayes Hack 2016 Challenge, Winner, 2016

Women in Tech, Winner, Capital One/Angel Hack, 2016

VIP Award, SIG at Booze Allen, 2017

DCFemTech Award, 2017

Career Experience

Capital One, Baltimore/D.C. Area 10/2022–Present
Manager, Product Management

Led a diverse team of 4 product owners and 2 technical teams in managing Salesforce Servicing Cloud applications. Oversaw multiple Lines of Business, collaborating with business leads to prioritize, discover, and develop new features and initiatives. Developed strategies with Product Leadership, managing team operations within budget constraints.

Aufero, LLC., Baltimore/D.C. Area 1/2017–Present
CEO / Product Manager

Founded the company, leading website development, product design, and team management while overseeing budgets and conducting user research. Secured a 2019 SBIR grant from the Department of Education, endorsing the company's innovative direction. Developed and launched a commercial board game designed for educational environments, managing a budget of \$250K and guiding the product from conception to market release.

Workforce Edge, Baltimore/D.C. Area 05/2021–7/2022
Manager, Product Management

Managed a team of 16, including designers, product owners, developers, and QA staff for an Education Benefits SaaS product. Controlled a \$2M annual budget, delivering competitive features that resulted in a fourfold increase in user base. Established a robust product program and initiated a SaaS security program, beginning the SOC2 audit process. Implemented cost-reduction strategies and introduced new tools to enhance operational efficiency.

Software UX, Design, and Development Experience

- **UI Engineer Manager:** Conducted UX research, designed and developed JavaScript and CMS User Interfaces (UI). Managed teams and contractors. Provided best practices and strategy to leadership.
Companies: Booze Allen Hamilton, 2015-2017; 5AM Solutions, 2013-2014.
- **Senior UI Engineer:** Conducted UX research, designed and developed JavaScript and CMS User Interfaces (UI).
Companies: Pegasystems 2019-2021; Anthem Engineering, 2018-2019; Content Analyst Company, 2015; Learning Objects, 2012 -2013; Omni Studios, 2011-2012.

Presenting, Teaching and Author Experience

- **Instructor:** Taught grades 6–Adult, both virtually and in-person.
Companies: Capital One Product College 2022-2024; General Assembly, 2016; New Horizons Computer Learning Centers, 2010; Freelance Adobe Certified Instructor, 2004-2007.
- **Author and Curriculum Developer:** Developed and presented course curriculum
Companies: FullStack Academy (Product Management); Packt Publishing (video editing), 2019; LinkedIn Learning (JavaScript), 2017-present.
- **Mentor:** Mentored students on career services and UI design.
Company: Design Lab, 2020 -2023

Graphic Design Experience

- **Senior Designer:** Produced video content, presentations, and publications
Companies: Scitor Corporation, 2007-2010; CEB (now Gartner), 2003-2004.
- **Graphic Designer:** Designed graphics and produced publications
Companies: Freelance 2004-2007; Cutting Edge Design, 2000-2003.