

Product Designer specializing in web and mobile development. Committed to creating scalable experiences through enhancing design processes, tooling, and design systems.

Experience

Sr Product Designer, Calendly

Nov 2021–Aug 2023

Enterprise Products

- Spearheaded the design and launch of Analytics, achieving over 50% user adoption and driving a decrease in customer churn rates
- Elevated admin experiences to improve customer security and onboarding

Foundational Design (Trust, Tools, Process)

- Improved internal support processes, resulting in over 20% reduction in support workload through Spam Prevention and Self-service Auth updates
- Played a key role in elevating designer skillsets and streamlining tooling, improving overall design quality and operational efficiency
- Maintained and refined design system components such as typography, iconography, and layout, ensuring usability and consistency across the board

Sr Product Designer, LivePerson

Sep 2019–Nov 2021

- Developed and scaled design system focusing on typography, accessibility, color, and consistency
- Pioneered new features in chatbot/ML technology, resulting in 160%+ increase in task-completion rates and improving customer satisfaction by 15%

Sr UX Developer, Highline Beta

Jul 2018–Jun 2019

- Created Highline Beta's design system, improving design and development consistency
- Collaborated with venture leadership to define growth targets and support user research, leading to significant growth in the customer base
- Analyzed and redesigned web platforms to boost engagement, conversion rates, and overall user experience, including enhancing accessibility, SEO, and responsiveness

Sr UX Developer, Thrive Career Wellness

Sep 2016–Apr 2018

- Designed and implemented core features, improving user engagement and aligning with accessibility and responsiveness standards through audits and testing
- Mentored team members, fostered best UX practices, and collaborated with engineers using various technologies, driving innovative feature development

UX Developer, DIVE Networks

Aug 2015–Jul 2016

- Guided the design and testing of features, setting design standards to enhance readability, ensure design consistency, and elevate overall quality
- Conducted UX training for engineering and product management teams, instilling best practices and fostering a culture of excellence

Skills

Product Strategy
Design Systems
Iconography
Prototyping
Collaborative Design Process
User Research & Interviews
Responsive & Accessible Design

Tools

Figma
Adobe Creative Suite
Invision
Sketch
Git

Dev. Languages

HTML
CSS
JS
React
Python

Volunteer

Mentoring at ADPList.org
• 1250+ mins mentored

Education

Systems Design Engineering
University of Waterloo