



Creatively-minded, detail-oriented and highly collaborative designer and manager with a passion for developing outstanding customer experiences. Whether I'm building and fostering dynamic teams or designing product solutions, I strive to put the customer first in unique, innovative and delightful ways.

Tourism Technology Co. / The New Business

Chief Product Officer (2022-Present) - Tourism Technology Co.

- Serve as sole Product Designer across all current product initiatives
- Develop TTC's short- and long-term product roadmap in collaboration with C-suite
- Conduct user interviews and tests with our clients, from destination marketers to small, independent business owners.
- Co-lead TTC's sales and onboarding pipelines, alongside CEO
- Manage the members of the Design & Development team; responsibilities here include weekly 1:1s with staff, planning meetings, project management, and long-term performance reviews.

Operations Manager/Product Designer (2021-2022) - The New Business

- Developed, owned, and maintained operational processes to improve project management, reporting, customer communications, and internal resources.
- Served as principal product designer on the development of the Trip Planner. Lead a comprehensive redesign of the app experience and developed a design library for improved iteration.

Wistia

Product Designer (2018-2020)

- Designed multiple features and solutions for both of Wistia's core products.
- Lead cross-functional design workshops, kickoffs and reviews, including with senior leadership.
- Implemented multiple design libraries and contributed to the development of the team's design system.

Support Engineering Manager (2014-2018)

- Managed the Support Engineering team, which oversaw support escalations, bug triage/resolution (in collaboration with Engineering), and the creation of internal tools for the broader support team.
- Served as Interim Director of Support during a 3-month transitional period, overseeing a team of twelve and managing day-to-day operations and long-term projects.
- Worked in collaboration with fellow managers to develop innovative support strategies, cross-functional collaborations to improve the customer experience, and professional development opportunities for members of the support team.
- Co-developed the team's hiring, onboarding and long-term training processes.

Personal Projects

- Ongoing development of a suite of free, open-source music apps designed for the Monome Norns sound computer. See [Github profile](#) for project repositories.

Links

[Portfolio](#)

[Github](#)

[LinkedIn](#)

Education

BFA Film Production

Concordia University
2007-2012

Skills

Design—

UX research/interviews
User flows
Wireframing
Prototyping
Usability testing
Illustration
System Architecture

Management—

People management
Team Administration
Hiring
Onboarding/Training

Audio & Video—

Videography
Sound recording
Editing

Software—

Figma/Sketch
Invision
Adobe Illustrator
Procreate
Premiere/Final Cut
Ableton

Programming—

HTML/CSS
JavaScript
Lua

Languages—

English
Français