

Work Experience

'20 - '24	ChargePoint Senior User Experience Designer	Led mobile app redesign to meet accessibility standards, improve usability, and pilot a design system, resulting in increased user engagement. Developed feature improvements based on user research to ensure a best in class charging experience. Collaborated with designers, researchers, product, and engineering on internal sales tool, fleet management systems, and account management, and more.
'17 - '20	Tulco Labs User Experience Designer	Designed tools for optimizing employee efficiency for B2B clients; shipped project reduced data entry time by 80%. Owned research, product development, and prototyping while working closely with engineers, data scientists, and clients to implement designs.
'15 - '16	Symkala Visual and Experience Designer	Established branding system, designed workflow journeys, and prototyped interfaces and interactions for managing, analyzing, and visualizing structured and unstructured data
'15 - '15	Design Patterns in Online Math Tutors Research Assistant	Sorted through data, analyzed affect values, identified patterns in online math tutoring systems. Utilizing a data mining approach, designed experiments to determine best e-learning practices.

Projects

'24 - '24	US Digital Reserve User Experience Researcher & Designer	Worked with Long Beach Public Library to improve usability and increase usage of their digital library services. Planned and conducted survey and interview studies with Long Beach residents to understand user needs and challenges to develop user experience recommendations.
'17 - '17	Fibo for PNC User Experience Designer	Developed a digital personal assistant prototype that improves customer's financial literacy and decision making skills, with the intent of increasing wallet share and strengthening long term relationships with mass affluent customers through establishing PNC as a trusted leader in financial education.
'17 - '17	I Lived, We Live: What Did We Miss? Visual Designer	With the residents of Hazelwood, Pittsburgh, we designed a exhibit exploring the impact of systemic divestment in a community. Responsibilities included interviewing stakeholders, developing a curatorial narrative, and designing exhibit graphics and wayfinding.

Education

'13 - '17	Carnegie Mellon University BFA in Communication Design, Minor in Human Computer Interaction	Szylinski Blue Sky Thinking Award, School of Design Merit Award, University & College Honors
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Skills

Adobe Creative Suite, Figma, CSS/HTML, Javascript, User Experience Research, Mandarin, Accessible Design