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Summary

AI-forward, systems-minded design leader (15+ yrs) who **owns end-to-end product design** and **scales design systems** across complex, regulated products. I've led orgs of **20+** (including **manager-of-managers**), merged legacy systems, embedded **WCAG/Section 508** and content standards, and partnered with Engineering to make quality **measurable**. Recent focus: **AI-assisted design ops**—LLM-based **drift detection**, **linting** for tokens/variants/a11y, an **internal DS chatbot**, and **MCP-literate, AI/ML workflow automation** using market-available plugins—raising craft **without slowing teams**. Domains: **health & benefits**, **banking/money movement**, **B2B platforms**, and **hardware↔software**.

Core Competencies

- **Leadership & Org:** hire, coach, and grow teams; manage managers; build psychologically safe, high-craft cultures; cross-functional influence.
- **Design Systems at Scale:** tokens/Variables, semantic naming, **contribution model**, **versioning/deprecation**, migration playbooks, **release trains**, Zeroheight IA; Figma ↔ Storybook alignment; **CI/visual regression** gates.
- **Platform & Systems Thinking:** settings/permissions, configuration, approvals, error/recovery & auditability; multi-surface coherence (Web/iOS/Android/desktop).
- **Research & Content:** discovery cadence, usability testing, mixed-methods synthesis; content standards, disclosure/consent patterns.
- **AI-assisted Delivery:** drift detection dashboards, Figma lint plugins, internal DS/chatbot; **MCP-aware orchestration**, **AI/ML workflow automation**, and **plugin accelerators**; **human-in-the-loop** guardrails.
- **Metrics & Ops:** KPIs (adoption, late-stage defects, time-to-merge), decision logs, roadmap/prioritization, portfolio planning.

Experience

Alight Solutions — Product Design Director (Design Systems & Accessibility)
2021 – Aug 2025 • Remote

- **Consolidated two legacy design systems** (UPoint & Thrift) into **AWLDS** via component/token gap analysis, **versioning/deprecation**, and **migration playbooks**.
- Built a cross-platform DS aligned to **Figma ↔ Storybook ↔ Zeroheight**; instituted **release trains** with CI/visual-regression gates and DS **change notes**.

- Standardized trust-critical patterns (forms, eligibility/limits, disclosures/consents, error/recovery, review/undo) with embedded **WCAG 2.1/2.2** and content checks → **late-stage design defects ↓ ~50%**.
- Instrumented KPIs (adoption, defects, time-to-merge) and tightened PR/review rituals → **design→dev lead time ↓ ~30%; component adoption ~50%**.
- **People:** scaled org to **20+** including **5 manager** DRs; earlier phase managed **5 designers, 1 content strategist, 2 accessibility specialists**.
- **AI Strategy:** LLM **drift detection** on guidance/component usage, **internal DS chatbot**, and **Figma lint plugin** for tokens/variants & accessibility.

BMO Financial Group — User Experience Team Lead
Jan 2019 – Nov 2020 • Chicago

- Led UX for **account opening, money movement, servicing** across Web/iOS/Android; established DS governance (tokens/Variables, content & a11y).
- Facilitated **design sprints/vision workshops**; partnered with Eng/Security/Compliance on trust and recovery defaults.
- **Impact:** contributed to raising the **BMO mobile app rating from ~2.2 → ~4.2** via clearer patterns and recovery defaults.

Walgreens — Sr Product/Interaction Designer (Contract)
Feb 2018 – Dec 2018 • Chicago

- Mobile standards and delivery rituals for retail health journeys; tighter acceptance criteria with engineering for safer releases.

InnerWorkings (INWK) — Lead UX *(earlier role)*

- Repatriated UX & Engineering from an offshore vendor; with Product, stood up an internal scrum team and took over assets, processes, and delivery as the sole UX designer.

- Led UX for **VALO** (B2B procurement): multi-party workflows, approvals, and analytics.

American College of Surgeons — National Cancer Data Base (NCDB) — RQRS *(earlier role)*

- Clinician-facing data workflows with **de-identified data**; usability testing & contextual inquiry; interpretability and safe decision support.

Shure — GUI Software Engineer *(earlier role)*

- Built a **web app** for **firmware updates** and **real-time device control** of pro-audio hardware; worked within **global compliance** constraints (CE/FCC/EMEA/Prop65).

Additional earlier roles: Hyatt (Lead Mobile Product Designer) • Manifest (Sr Experience Designer) • TandemSeven (wealth/enterprise clients)

Selected Impact

- **Late-stage design defects ↓ ~50%** after standardized states + embedded a11y/content checks.
- **Design→dev lead time ↓ ~30%** through KPIs, DS alignment, and review rituals.
- **Design-system component adoption ~50%** across key product areas.
- **BMO mobile app rating ↑ ~2.2 → ~4.2** via clearer patterns and recovery defaults.

AI, Tools & Methods

AI: ChatGPT, Claude, Microsoft Copilot, Ollama; **Model Context Protocol (MCP)** literacy
AI in practice: drift detection dashboards, DS/chatbot knowledge retrieval, Figma lint plugin (tokens/variants/a11y); **AI/ML workflow automation & plugin accelerators** (e.g., Figma/Jira/GitHub)
Design/Docs: Figma (components, Variables, prototypes), **Storybook**, **Zeroheight**, **Jira/Confluence/SharePoint**, **Tableau**, **UserZoom/UserTesting**, **Pendo**
Quality: CI/visual regression, A/B testing & analytics, decision logs, change notes, release trains, accessibility audits

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Standards & Compliance

WCAG 2.1/2.2 · Section 508 (e.g., Thrift Savings Plan) · HIPAA awareness & de-identified PHI workflows · Localization & **R-to-L** considerations · Auditability & traceability patterns

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Selected Design-System Work

- **Legacy → Unified DS:** token taxonomy & conversion maps; merged components; defined **deprecation policy** and **roll-forward guides**.
- **Governance at scale:** contribution model, intake tooling & review forums; Zeroheight IA; DS **change notes** tied to product releases.
- **Templates & patterns:** enrollment/eligibility, consent/disclosures, attestation, error/recovery, empty/loading/skeleton, accessibility annotations; documentation & training (usage, do/don't, anatomy/states).

Keywords

Director of Product Design; **Design Systems**; **Design Ops**; tokens; Variables; governance; contribution model; versioning; deprecation; migration playbooks; **AI/LLM**; **Model Context Protocol (MCP)**; **RAG**; agentic workflows; AI plugins; drift detection; linting; chatbot; Figma; Storybook; Zeroheight; accessibility; **WCAG 2.1/2.2**; **Section 508**; HIPAA; cross-functional leadership; research cadence; usability testing; dashboards; KPIs; CI; visual regression; mobile; web; desktop; platform; systems thinking