

SUMMARY

Innovative Senior Product Design Leader with 10 years of dedicated experience in human-centered design methodologies and strategic product vision. I have a proven track record of successfully bringing products from concept (0) to market (1). Adept at leading cross-functional teams, translating user needs into compelling product experiences, and driving business growth through design-led initiatives. I combine a deep understanding of user experience principles and heuristics with strategic business acumen to create products that delight users and achieve organizational goals. I believe in fostering a culture of creativity, collaboration, and continuous improvement within design teams and across organizations.



Tools

Figma, FigJam, HTML/CSS, Dreamweaver, Photoshop, Illustrator, InDesign, Jira, Miro



Skills

End to-end design process, user research, user feedback, user flows, site maps, wireframing, low-fidelity comps, Hi-fidelity UI designs, prototyping.



Engagement

Stakeholder feedback, engineering refinement, sprint planning, design reviews



Leadership

Servant-leadership, user advocacy, mentorship, coaching, career development

EDUCATION

Bachelor of Arts, Visual Arts

University of San Diego / 2002 – 2006

CERTIFICATIONS

Intro to AI Product Design

ELVTR / Mar – May, 2024

EXPERIENCE

OneMain Financial

Senior Product Designer

Oct 2024 – Present

- Lead end-to-end product design across multiple cross-functional Scrum teams for OneMain's flagship loan-origination platform, ensuring cohesive experiences across complex workflows.
- Apply human-centered design methodologies—including user research, journey mapping, prototyping, and iterative testing—to simplify lending processes and drive measurable improvements in customer clarity and conversion.
- Partner closely with product, engineering, compliance, and data stakeholders to translate business goals and regulatory requirements into intuitive, scalable design solutions that support millions of borrowers.

Innovation Refunds

Senior UX Design Manager

Jun 2023 – Mar 2024

- Led end-to-end product design process to optimize customer experiences, reduce user pain points, and increase conversion times.
- Managed a team of 3 UX designers, 2 interaction designers, and 2 technical writers, providing mentorship and fostering team culture.
- Delivered zero-to-one product MVP for user dashboard, integrating third-party tax monitoring software, 2FA, and lending services for over 8,000 customers.
- Partnered with cross-functional team leads to plan and prioritize business targets and ensure on-time shipment of products.

Senior UX Designer

Sep 2022 – Jun 2023

- Automated and designed tax credit application process by enabling customers to easily connect third-party payroll software, servicing over 20 industry-leading providers.
- Developed and deployed design system for suite of branded products.
- Designed POC for new and disruptive fintech products, conducting user interviews, developing user personas, and designing hi-fi prototypes for stakeholder feedback.

Metagenics, Inc.

Senior Manager, Design & Brand

Mar 2021 – Sep 2022

- Headed a multidisciplinary team of UX designers, package designers, and digital marketers.
- Designed mobile-first B2B2C ecommerce platform enabling practitioners to make nutritional recommendations with a focus on greater patient adherence and outcomes.
- Successfully digitized our company brand book, allowing global commercial departments to more efficiently share resources and maintain brand consistency.
- Functioned as Product Owner to a cross-functional commercial team to drive initiatives aimed at testing new ecommerce product enhancements.

Manger, Digital Projects

Apr 2016 – Mar 2021

- Led a team of 4 designers focused on enhancing ecommerce experiences to drive patient adherence and improve protocol outcomes.
- Increased ecommerce subscription sales by 200% by redesigning product pages, based on heuristics and industry-standards.

UI/UX Designer

May 2013 – Oct 2015

- Created all design deliverables in the product design process (wire-frames, mock-ups, documentation) aimed at improving our e-commerce experience.
- Directed off-site software engineering teams to develop e-commerce feature enhancements.