

I'm a detail-oriented UX designer driven to make an impact in a fast-paced, collaborative environment. I'm focused on using AI to craft smarter, more intuitive experiences that enhance clarity, improve efficiency, and deliver meaningful outcomes for users.

Capital One | **Principal UX Designer**

Nov 2025 - Present

- Leading the design and evolution of scalable Auto Refinance experiences by creating AI-powered in-house tools that streamlined review, documentation, and handoff processes, reducing operational friction across delivery teams
- Designed and delivered coded prototypes connected directly to established design systems, enabling teams to validate concepts with real functionality, accelerate implementation readiness, and improve collaboration
- Partnered daily with product managers, engineers, operations, and compliance teams to enhance refinance application, servicing, and account management workflows while maintaining governance of reusable components, documentation standards, and design system consistency across platforms
- Recreated a complete end-to-end flow and corrected a logic defect, resulting in an annual savings of \$750K to the firm

Citi Group | **Vice President of UX Design**

Sep 2022 - Sep 2025

Designed and delivered end-to-end experiences for new and existing products within Citigroup Retail Services, leading cross-functional alignment through design-first thinking, AI adoption initiatives, and experience strategy. Following the successful launch of CitiPay, transitioned into Citi's Markets & Transformation division to focus on AI implementation, governance, and enterprise-scale design operations

- Reduced completion time for U.S. government-mandated internal reporting workflows by 90% through the design of a conversational AI platform that streamlined indexing, reporting workflows, and guided user interactions
- Facilitated strategic design critiques, workshops, and mentorship initiatives for both senior designers and design interns, fostering a collaborative, feedback-driven culture centered on growth, accessibility, and design excellence
- Spearheaded the migration of enterprise systems and internal design operations from third-party vendors to an in-house model, reducing vendor dependency, improving operational efficiency, and enabling expanded investment in internal design talent and cross-functional partnerships

JPMorgan Chase & Co. | **Sr UX Designer of Small Business Lending**

Oct 2019 - Sep 2022

Created meaningful experiences within the small business and commercial banking line of business.

- Conducted user-centered research to inform and elevate design decisions, achieved through direct user interviews
- Created storyboards to visualize stakeholder goals and translate strategic vision into tangible outcomes
- Actively contributed to JPMC community outreach initiatives
- Fostered strong communication between design teams and key stakeholders by establishing touchpoint cadence
- Optimized onboarding for Business and Commercial clients by reducing friction throughout the client onboarding

Softvision Cognizant | **UX Designer**

Dec 2018 - Oct 2019

Provided UX expertise and strategic insight for a Big Four accounting firm and the world's largest mining and manufacturing company headquartered in Minnesota.

- Led UX efforts across an international team
- Designed an AI-driven predictive maintenance solution based on material wear and environmental weathering
- Performed comprehensive design audit of client's largest applications spanning more than 200 pages

The Potter's House | **UX Designer**

Feb 2016 - Dec 2018

Established the organization's first UX practice from the ground up, defining processes, goals, expectations while championing a design-led approach to User Experience.

- Designed & launched conference websites for 1,000 / 100,000 guests
- Oversaw up to 8 site deployments at a time
- Created visual assets for social media platforms totaling over 10 million followers
- Increased Y.O.Y. donations by 200% by creating a donation platform

Past Experience

Barclays • Jr User Experience Designer
JCPenney • User Experience Designer
Cartier • Client Relations and Sales

Additional Interest

Gen AI • Augmented AI • Photography • Video Editing • Cinema 4D • Final Cut Pro • After Effects • Drone Flying • VR/AR • Movies • Podcasts