

SUMMARY

Senior Product Designer with deep experience designing complex, multi-surface platforms and foundational systems. Specializes in translating ambiguity into clear, implementable UX, building scalable design systems, and partnering closely with engineering to ensure strong design–development parity. Increasingly focused on design engineering and AI-augmented workflows to improve speed, quality, and execution at scale.

EXPERIENCE

Underline

October 2022 - present

SKILLS

- Product & Systems Design
- UX Architecture & Interaction Design
- Design Systems & Token-Driven UI
- Ambiguity-to-Execution Problem Solving
- Cross-Functional Collaboration
- Design–Development Integration
- Accessibility & Usability Testing

TOOLS

- Figma, Figma Make
- VS Code
- Claude Code (CLI)
- Design Tokens & Variables
- Model Context Protocols (MCPs)
- Git (collaboration & review context)
- Webflow (legacy)
- Sketch (legacy)

AI & Design Engineering

- Agentic AI workflows to accelerate design iteration, exploration, and QA
- Claude Code (CLI-based AI development and design support)
- Model Context Protocols (MCPs) for structured, context-aware AI tooling
- AI-assisted prototyping and requirements generation using Figma Make
- Design–development parity through code-aware design practices
- Design system implementation support and validation using AI and coding tools

CERTIFICATIONS

- UX Design & SVG Workflows, by Sketch Master
- UX Design on Demand, by General Assembly
- Figma UI/UX Design Essentials, by Udemy
- Robotic Process & Automation, by Blue Prism
- Certified Scrum Master, by Scrum Alliance
- Remote Support Admin, by Bomgar

EDUCATION

- B.S. Business Administration, Marketing Concentration
- University of Arkansas, Sam M. Walton College of Business

Senior Product Designer

- Lead UI and UX design across multiple internal and subscriber-facing platforms, including subscriber onboarding, account management, marketplace and checkout flows, offerings configuration, and technician-facing tools.
- Designed a net-new Access Management system to support multi-market scale, enabling clear role-based access, market scoping, and improved usability across licensees, merchants, and clients.
- Translate ambiguous and evolving requirements into clear, implementable design solutions, supporting steady progress across complex, interdependent initiatives.
- Partner closely with frontend engineers and product managers to clarify workflows, edge cases, and constraints before and during development, improving implementation quality and reducing rework.
- Contribute to design system foundations, including component development, variable and token assignment, and implementation validation to strengthen design–development parity.
- Support consistency and scalability across products by introducing shared interaction patterns and reusable components aligned with emerging design system principles.
- Maintain high execution quality under shifting priorities by delivering thoughtful, resilient design solutions across parallel workstreams.

Select Quote

August 2021 - October 2022

UI/UX Designer | Supervisor

- Led end-to-end UX and UI design for AppDev’s customer relationship management, sales, and administrative platform
- Oversaw design quality and consistency across products while prioritizing UX requests and mentoring designers
- Migrated design workflows from Sketch and InVision to Figma and implemented a new pattern library.
- Implemented the Select Care design system to support React components and Next.js tech stack.
- Partnered closely with frontend developers to update core components and test styles across platforms.
- Developed and maintained design specifications and high-fidelity prototypes.

H&R Block

May 2015 - July 2021

Business Analyst | Information Technology

Client Identity & Access Management

- Authored technical requirements, features, acceptance criteria, and user stories for an identity service handling ~53 million user accounts.
- Designed UX and content while shaping experience across CIAM-interfacing platforms.

Client Identity & Access Management

- Led proof of concept to pilot app development projects for modernizing client experience through mobile platforms ultimately impacting ~80,000 tax desks.
- Authored user stories and infrastructure, architecture, legal, and product design requirements.
- Designed user experience and UI from wireframes to working prototypes. Conducted user testing and executive demos.
- Wrote Mobile Device Management policies, technical support and installation documentation, training materials, corporate communications, surveys, and provisioning processes.
- Conducted quality assurance testing and authored test cases.
- Utilized Azure App Insights events for app performance monitoring and implemented Power BI executive dashboards.

Business Analyst | Technical Writer

Technical Support Centers (TSC)

- Authored technical support knowledgebase for handling software, utilities, applications, operating system, and hardware issues.
- Led major initiative to reform and redesign primary support tool for capturing tax office and client info, handling resolutions, and knowlegebase content.
- Developed processes and matrixes for tech support agent training.
- Led system administration for remote support tools, and architecture for TSC Sharepoint.

Knowledge & Process Management, Assisted Tax

- Designed issue-handling process flows, conducted performance analysis, and authored content library for resolutions through social media channels.
- Developed web-based troubleshooting tools for navigating internal tools to resolve issues.