

SKILLS

Leadership & Strategy:

UX Strategy · Design Governance ·

Executive Stakeholder Management ·

Design Systems · Managing Design Teams ·

Cross-functional Leadership · Coaching ·

Mentoring · Innovation

Design & Research:

User-Centered Design · User Research ·

Information Architecture · User Testing ·

Interaction Design · Prototyping · Figma ·

Accessibility · Visual Design · Branding ·

Service Design · Marketing

Technical:

Agile · Product Management ·

Data Analytics · Cybersecurity · Python

KEY ACHIEVEMENTS

📈 Achieved Significant Growth in Digital Markets

Our team's designs promoted a 16% year-over-year increase in usage and received outstanding user feedback as well as a 95% adoption rate among our top 600 clients

🌱 All Green Health Check

My leadership skills enabled my team to achieve a perfect health check score indicating a healthy, well-performing team

🏗️ Designed a Critical Factory Application From Scratch

Despite being told that it would be an impossible puzzle to solve, I led a team to build a greenfield product that saved \$30,000 per test flight with an average of 15-18 test flights per month

⌚ User Time Savings

Executed digital transformation product design saving over 13,000 annual user hours

SUMMARY

I am a director-level UX leader with 15 years of experience shaping enterprise product strategy and leading cross-functional design teams across financial services and complex technical domains. My proven track record includes driving user-centered design at scale, building design systems and governance models, and influencing product roadmaps through research-driven insights. I transform complex, data-heavy platforms into intuitive experiences that boost adoption, drive measurable results, and delight users.

EXPERIENCE

Executive Director Core Financials Design

2025 - 2026

Morgan Stanley

New York, NY

- Spearheaded AI-driven product design initiatives for E*TRADE, focusing on dashboard and account insight experiences to increase personalization, client engagement, and data-driven decision making
- Directed a high-performing UX design team delivering large-scale, data-intensive financial platforms, including account management, portfolio analytics, and dashboards
- Defined and executed enterprise UX strategy across a multi-product ecosystem, aligning user needs, platform standards, and long-term product vision
- Established user-centered design frameworks, research practices, and experience standards across teams
- Transformed complex, high-density financial data and regulatory requirements into intuitive, accessible, and cohesive digital experiences
- Cultivated trusted partnerships with senior product, engineering, and business leaders, elevating UX to a strategic function that informed innovation and product priorities
- Delivered compelling executive-level presentations and design reviews to drive alignment on product direction and platform priorities

Executive Director Digital Markets Design

2024 - 2025

J.P. Morgan

New York, NY

- Responsible for a design team that oversees the user experience for the homepage, navigation and log-in experience of J.P. Morgan Markets for clients and internal users
- Shaped strategy for AI-powered search that distilled financial content into personalized, insight-driven client experiences
- Drove a 16% year-over-year increase in usage of the authenticated experience of JPMM.com by creating intuitive and engaging user interfaces, iterating designs based on user feedback and analytics
- Aligned design strategies with business objectives, achieving a 95% adoption rate among the top 600 clients
- Reduced login issues by 14% year-over-year through design improvements and close collaboration with tech/product partners, enhancing user satisfaction and productivity
- 800 new product requests were influenced through the new design, reflecting growing platform demand and user trust
- Nurtured cross-functional collaboration between UX, product, and tech teams, improving work processes and quality through collaborative sessions, design reviews, user research and data-backed design decisions

Executive Director Portfolio Solutions Design

2023 - 2024

J.P. Morgan

London, UK

- Directly managed a diverse team of 5 designers while also leading the overall design team of 13 collaborators (including user research and data analytics) for a high-visibility, client-facing platform
- Implemented an agile operating model for the team in order to improve the visibility of our work, reduce rework and increase speed
- Created design roadmaps for the product to show the value of all design work streams including user research, customer experience, visual design and interaction design
- Drove innovation by introducing new practices for the design, product and tech teams including cross-functional design studios, prioritization matrices and user-center metrics for the product

EDUCATION

Master of Science in Human-Computer Interaction

University of Michigan

Bachelor of Psychology

University of Michigan

EXPERIENCE

User Experience Manager 2022 - 2023

Boston Consulting Group London, UK

- Created strategies and roadmaps to implement user-centered design across a suite of products with the target of incrementally increasing existing user satisfaction scores
- Led executive level presentations of user research findings that resulted in the implementation of solutions to support users with significant gains in productivity
- Delivered actionable user-centered insights based on user research using a diverse UX toolkit of quantitative and qualitative methods
- Utilized service design methods to create a service blueprint for a major transformation

Senior User Researcher and Team Lead 2021 - 2022

Bosch North America Plymouth, MI

- Led user research projects for internal and external users on various products across Bosch (hardware, software and services)
- Managed the work and skill development of four junior team members to ensure their success and the success of the team
- Guided an agile team to implement UX practices on a sales hub to increase revenue by providing sales focused users an efficient, data-driven and user-centered application
- Transformed the research and ideation phases of a global power tools product to bring together a cohesive cross-functional vision

Senior UX Designer & Digital Transformation Leader 2019 - 2021

The Boeing Company Defense, Space and Security St. Louis, MO

- Executed the design of a product to save \$30,000 per test flight by preemptively identifying possible issues through data analytics
- Defined the mission, vision, measures of success, product roadmap and product backlog
- Guided stakeholders and cross-functional team members through discovery and framing exercises to drive product strategy and vision
- Managed and mentored designers to help them develop critical skills
- Led the UX Design Community of Practice for the enterprise

Senior UX Designer for Data Analytics 2018 - 2019

The Boeing Company Defense, Space and Security St. Louis, MO

- Conducted user research to design a shop floor data analytics product to save over 200 people 13,000 hours of work per year
- Architected a data tool that converted a paper system into a digital board that saved users 10 hours per week and allowed access to historical data for trend analysis
- Tested and iterated on prototypes with users across 11 Boeing Defense programs to build a single product that suits all programs
- Communicated with the business stakeholders to articulate design decisions and transform the way we develop software into a user-centered approach
- Established the product's design, mission, vision, roadmap and strategy and communicated this to senior executives
- Managed and mentored UX interns by providing valuable work and feedback as well as indirectly managing the product team

UX Designer - Digital Transformation 2017 - 2018

The Boeing Company Defense, Space and Security St. Louis, MO

- Conducted user research and user testing to iterate on designs for an enterprise wide digital transformation assessment tool
- Created, ideated and tested prototypes for a major internal product
- Consulted with over 50 teams to implement user-centered design processes
- Mentored interns and IT rotation participants to cultivate design skills
- Formulated user-centered design training and skill development roadmaps to advance the proficiency of new designers

UX Designer & Product Manager 2015 - 2017

The Boeing Company St. Louis, MO

- Transformed applications to not only implement user requirements, but also improve usability and create long-term product visions and roadmaps for user-centered products
- Delivered user-centered updates to applications to meet the needs of over 1000 users with a budget of less than \$500,000
- Negotiated with Industrial Engineering teams from all parts of the company (over 15 programs) to come to consensus on user-centered changes for essential enterprise tools