



Currently a Senior UX Designer at Bank Of America.

I am a passionate designer with 15+ years of product and UX design experience. I enjoy shaping digital experiences for products that leave a meaningful impact on society. I have partnered with world-class cross-functional teams across various industries and verticals. I have worked at Bank of America, Verizon, The Home Depot, Charles Schwab, Cisco Systems, McKesson, and a few start-ups.

Experience (past 5 years)

Consultant- Senior UX Designer | Bank of America

Sep 2023 - present

I spearhead the digital experience and UX strategy of three pivotal applications for BOA’s global customer service operations, impacting 10,000+ global agents and millions of customers. I am working on EricaAssist, empowering agents to serve BOA customers with faster issue resolution. While strategizing on the Transfer Ops tool, I have aimed to optimize call transfer flows and reduce customer wait times. I have also been refining the Web Softphone UI to improve usability and boost agent productivity.

Senior UX Designer | TaxAct

Jan 2023 - Sep 2023

Collaborated with product and engineering teams to design seamless, intuitive tax preparation solutions that addressed user needs and business objectives. I worked closely with research partners to continuously improve complex tax processes through iterative design prototypes and contribute to research findings. I advocated for building a future-state Design System that enhanced design consistency and streamlined the development process.

Senior Product Designer | Embroker

Jan 2022 - Nov 2022

I designed an underwriting tool in collaboration with stakeholders and underwriters to elevate user engagement and satisfaction. Conceptualizing a new platform experience, I streamlined the onboarding process for Access customers to reduce friction points and improve adoption. One of my core functions was to partner with the Director of UX to improve design practices and maintain visual consistency across the organization.

Consultant- Senior UX Designer | The Home Depot

Aug 2020 - Sep 2021

I strategized the UX for post-transaction communication experiences for PRO customers. I produced high-fidelity prototypes for email and SMS communications that aimed to improve clarity and user engagement. I also conducted user research studies to learn customer pain points and present findings to senior leadership. I was also instrumental in establishing UX guidelines to enhance customer communication experiences.

Consultant- Senior UX Designer | Charles Schwab

Apr 2019 - Jun 2020

I partnered with cross-functional teams to deliver Digital Account Open, a tool used by 50,000+ financial advisors. I designed seamless onboarding and transition experiences for advisors while balancing complex regulatory requirements. Working closely with user research, I iterated on designs and strategically aligned with business goals, stakeholder feedback, and matched real-world advisor workflows.

Skills

Product & UX Design Strategy
Interaction Design & Prototyping
Design Research
Visual Design & Design Systems
End-to-End Project Leadership
Stakeholder Presentations & Design Communication

Tools

Figma, FigJam
Sketch
Webflow
UserTesting platform
HotJar
Adobe Creative Suite
InVision

Thrills

A good UX read
Formula One SIM Racing
Outdoors (national parks), hiking
Guitar playing

Education

Bachelors Of Science (Physics)
Multiple LinkedIn and Lynda UX courses

Available on request:
Strong references
In-depth resume