

## WORK EXPERIENCE

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**Product Designer, Entergy** 01/2026 - Present

- Designed end-to-end billing and payment flows, improving self-service completion rates by 25% and reducing call center calls by 19.5%, projected to save \$2.15M annually
- Drove bill simplification initiative from concept to production, reducing call center calls by 15%
- Delivered a keynote presentation on design thinking at the ICO Conference to 500+ attendees, highlighting AI-assisted design tools, qualitative research, content design, and human-centered design

**Product Designer, BNY Mellon (contract)** 05/2025 - 09/2025

- Led research and redesign of a financial analytics tool, increasing NPS by 25% through 9 user interviews
- Designed flows that reduced transaction lookup time from 9.3 seconds to 1.2 seconds, enabling operations teams to efficiently process over \$9.5B in daily payment data
- Collaborated with cross-functional teams of product managers, engineers, and financial analysts to align user needs with business goals

**Product Design Intern, CNN** 01/2025 - 04/2025

- Scaled CNN's design system by crafting modular UI components and guidelines for 1,600+ pages, ensuring a cohesive visual experience for ~7.5M visitors while enhancing accessibility
- Maintained design system for WCAG compliance by accessibility audits and leading reviews
- Adopted an accessibility annotation tool to enhance designer-developer communication

**Head Design Lab Assistant, NYU MakerSpace** 08/2022 - 04/2025

- Assisted students in prototyping and design through product design, digital fabrication, etc
- Led iOS App Design & Development workshops teaching Figma, Swift, & UX Principles
- Managed 7 design lab assistants on human-centered design and sustainability initiatives

**Product Designer, HeartShare** 01/2024 - 08/2024

- Designed accessible prototypes to help individuals with cerebral palsy create art
- Iterated different design solutions focused on usability, clarity, and accessibility while testing with users

**Lead Technology Instructor, iD Tech** 06/2022 - 08/2023

- Instructed students in design tools (Figma, After Effects, AR, VR) in week-long camp programs

## EDUCATION

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**New York University**

B.F.A. Interactive Media (HCI), minor in Psychology, GPA 3.6

**Relevant Coursework:** UX Design, Prototyping, Typography, AI Prototyping, Design Strategy, Motion Design

## SKILLS

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**Design Tools:** Figma, Claude Code, Figma Make, Figjam, HTML/CSS, Framer, Miro, Mural

**Research:** Qualtrics, user interviews, UserTesting, Hotjar, Tableau, Excel, survey design, usability testing