

WORK EXPERIENCE

Product Designer, Entergy 01/2025 - 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 05/2025 - 09/2025

- Led research and redesign of a financial analytics tool, increasing user satisfaction 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

New York University 08/2021 - 05/2025

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

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