

LATEST WORK EXPERIENCE

Portfolio Password

Password: Projects

Design & Strategy Skills

UX strategy

Product strategy

Translating PRDs into design direction

Research & Analysis Skills

User research

AI-Assisted research & insights

Data-driven design decisions

User Experience Skills

User-centered design

Information architecture

Usability testing

Prototyping

Collaboration & Process Skills

Cross-functional team collaboration

Stakeholder leadership

Education

User Experience Design Immersive

Product Management Certificate

Data Analytics Certificate

General Assembly, San Francisco

eBay - Product Designer | Contract

Account, Identity, Risk & Registration | July 2024- to-date

B2C

- Improved account management flows, including upgrade/downgrade functionality and stakeholder limit management, to give users better control.
- Enhanced authentication with matching numbers and push notifications, strengthening security while keeping the experience smooth.
- Led discovery for large merchant onboarding, identifying pain points and shaping strategic recommendations to improve adoption.

B2C & C2C Authentication

- PII's: Designed secure flows for updating buyer information, protecting sensitive data, reducing unauthorized access, and building user trust.
- Improved authentication processes by implementing matching numbers and push notifications, strengthening security while maintaining a smooth user experience.

C2C

- Top-of-Funnel Discovery: Explored the buyer-to-seller onboarding experience, identifying friction points and ways to increase registration-to-first listing conversion.

Amazon – User Experience Designer | Full-time

Security, Identity & Access Management | Jul 2022 – Aug 2023

- Cut account creation time from 5–48 hours to 5 minutes with adaptive security.
- Designed adaptive security metrics, reducing decision time by 25%.
- Built a resource access dashboard, improving efficiency by 75%.
- Created feature flag experience to measure adoption, reducing insights gathering time by 90%.
- Led authorization management redesign, cutting manual vetting time by 80%.
- Authored a UX Playbook for engineering teams, ensuring process consistency with templates.

Amazon – User Experience Designer | Contract

Security, Identity & Access Management | Jan 2022 – Jun 2022

- Designed tag management governance, reducing tagging errors by 20%.
- Improved third-party authentication & onboarding, reducing manual effort and earning positive survey feedback.

LivaNova – User Experience Designer | Contract
Healthcare Technology | Aug 2021 – Dec 2021

Contributed to a health innovation company dedicated to transforming lives through products and therapies for the head and heart. Designed VNS therapy analytics tools for clinicians.

- Made it easier for clinicians to make decisions and reduced patient intake time by 50% with clear, actionable insights.

CopyThat - User Experience Designer | Freelance
Content writing plugin, Web | June 2019 - Aug 2021

Design web platform for writers and designers to collaborate instantly.

- Design key features catering to both designers' and writers' needs.
- Teamed up with copywriters, stakeholders, and engineers to set project timelines and track agile sprint goals.

PREVIOUS EXPERIENCE

General Assembly - UX Design Instructional Associate | Contract
Tech Education Program | April 2021 - July 2021

Led workshops, discussions, and design challenges, improving students' UX knowledge by 50%.

General Assembly, Creative Operations Manager | Full time
Tech Education Program | Oct 2020 - Feb 2021

Managed cross-functional projects, streamlined workflows, and aligned teams with the Creative Director and Team Leads to improve project efficiency.

General Assembly, User Experience Designer | Freelance
Tech Education Program | June 2020 - Sept 2020

Streamlined scheduling with time zone feature, reducing effort by 50%.

Tenderloin Community Benefit Corporation, User Experience Designer | Contract

Non-profit organization | March 2017 - June 2017

Simplified tech challenges with user-friendly website IA.

YooLoop, User Experience Designer | Contract
Screen recording app | Nov 2016 - Jan 2017

Reduced multiple device usage by 50% with streamlined features for skateboarders.