



UX/UI Designer | Strategist | Creative Leader

Driven by curiosity, empathy, collaboration and process, I am a thoughtful problem-solver who enjoys creating experiences that make an emotional connection. I embrace the possibilities in constraints, and see challenges as new opportunities to grow and innovate.

S&P Global | *Director of Product Design*

.1 yrs.

May 2023 – Current

- Lead Product Design strategy across the Sales Solutions portfolio, creating a unified and scalable design organization.
- Drive enterprise UX standards, design systems, and operational processes to improve consistency and accelerate delivery.
- Partner with Product, Engineering, and Executive leadership to align customer experience with business goals and product strategy.
- Champion customer-centered design, research practices, and AI-driven workflows to improve product innovation and decision making.

S&P Global | *Sr. UX/UI Designer*

2.6 yrs.

Sep 2023 – May 2026

- Led UX/UI initiatives across multiple products, expanding design efforts into cross-product strategy and experience improvements.
- Formalized UX/UI processes and improved design-to-development workflows across teams.
- Developed scalable design system foundations within Figma to enable consistent experiences and rapid prototyping.
- Collaborated across Product, Engineering, and leadership teams to create intuitive user experiences aligned with business objectives.

ADT Solar | *Sr. UX/UI Designer*

2.5 yrs.

Feb 2021 – Sep 2023

Sr. UX/UI Designer for ADT Solar, a division of ADT Home Security. Spearheaded collaboration across teams (IT, Product and Marketing) to provide a united and consistent user experience throughout a customer's journey with ADT Solar.

- Formalized and implemented UX/UI process within organization
- Developed ADT Solar design system within Figma to create consistent and rapid wireframes and prototypes

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SKILLS

Product Design & Strategy
Product Design Leadership • UX Strategy • Design Thinking • Design Systems • Design Operations • Customer-Centered Design • Product Lifecycle Management (PDLC) • Cross-Functional Leadership

Research & User Experience
Voice of Customer (VoC) • User Research • User Interviews • Survey Design • Journey Mapping • Persona Development • User Story Development • Usability Testing • Information Architecture • Data-Informed Decision Making

Design Process & Execution
Low-Fidelity Wireframing • High-Fidelity Prototyping • Interaction Design • UX Patterns • Design Pattern Libraries • Rapid Concept Development • Accessibility Standards • Design-to-Development Handoff

Methodologies & Frameworks
Lean UX • Double Diamond Framework • Agile Methodologies • Sprint Planning • Iterative Design Processes

Technology & Emerging Practices
Figma • AI-Assisted Design Workflows • Design Systems Management • Component Libraries • Prompt-Driven Design • Rapid Prototyping Workflows

Leadership & Communication
Team Leadership • Stakeholder Management • Executive Presentations • Strategic Communication • Mentorship • Workshop Facilitation

- Responsible for creating/conducting interviews, surveys, user journeys, interaction flows/information architecture, low-fidelity wireframes, high-fidelity wireframes and end-to-end functional prototypes
- Lead UX/UI team with a deep hands-on approach combining strategy, design and creative solutions while maintaining a high level of attention to detail to present and communicate to key stakeholders
- Continually explore opportunities to enhance, improve, and expand the customer experience

People Who Think | *Sr. UX/UI Designer*

8 yrs.

2008 – 2021

UX/UI Designer for a nationally known full-service marketing agency. Proven skills at bridging the gap between design and functionality to create unique, clean and above average user experiences that accomplish the client's digital media goals and exceed their expectations.

- Formalized and implemented a new service of UX/UI to add to list of existing agency services resulting in increase of business with some clients using agency solely for our UX/UI ability and expertise
- Delivered workflows, personas, interaction flows/information architecture, navigational flows, low-fidelity wires, high-fidelity wires and prototypes
- Implemented approaches that work across device types and interaction modalities – think responsive and mobile first
- Effective communication through workflows, stories and wireframes to guide the team's work and keep product owners informed as to progress
- Work in close collaboration with art directors, developers and product managers in the framework of an Lean UX/agile software development process
- Concepted and created a resellable solution for the tourism industry to collect missed visitor data by capturing information onsite through an interactive guestbook

People Who Think | *Web Director*

3 yrs.

Effectively led a team who worked together to produce state-of-the-art websites and apps that have earned nation-wide attention, industry awards and resulted in measurable results for clients including increased sales and awareness.

People Who Think | *Senior Designer/Frontend Web Developer*

2 yrs.

Crafted digital and design solutions for clients with a focus on front-end web development and graphic design. Collaborated with clients to develop an artistic approach and style and determine how best to represent a concept visually.

PRODUCTS

B2C, B2B
 Mobile Apps - iOS & Android
 Native Software Products
 SaaS Products
 Digital Product Design
 Responsive Website Design
 Responsive Website Development
 Landing Pages
 Online Shops

SOFTWARE

Adobe Creative Suite
 Figma
 Figma Make
 Miro
 Hotjar
 Jira
 Microsoft Teams
 Zoom

AWARDS

8 Gold ADDY Awards
 6 Silver ADDY Awards

EDUCATION

BA, Visual Communications

Delgado Community College
 1999 - 2003

REFERENCES

Available upon request

