
PROFESSIONAL EXPERIENCE

Salesforce

2016 – Present

Lead Product Designer

Feb 2022 – Present

Partner with a cross-functional team of designers, researchers, engineers, operations experts and leadership to create AI-driven, intuitive, and accessible user experiences. Collaborate closely with product and engineering teams to design ethical and agentic solutions that empower millions of users to take meaningful action and stay in control of their interactions.

Senior Product Designer

Feb 2018 – 2022

User Experience Designer

Jan 2016 – Jan 2018

- Create beautiful product solutions for several product teams. Design solutions for over 150,000 customers which translates to over 3.5 million experiences.

NextGear Capital

2015 – 2016

User Experience Designer

- Work closely with management, product owners, product teams, developers and various stakeholders in order to make products useful, efficient and beautiful for end users.

Easter Seals Crossroads

2015 – 2016

Interaction Designer (Volunteer)

- Designed an application for a non-profit to help people with disabilities and those that want to learn more about assistive technology using W3C web standards.

Indiana University School of Informatics and Computing

2014 – 2015

Graduate Teaching Assistant

- Help teach and facilitate the Usability and Evaluative Methods course, which teaches interaction design and user-testing for graduate students enrolled in the Human-Computer Interaction master's program.

Pearson Education

2014 – 2015

User Experience Researcher/Designer

- Worked closely with product management, development, stakeholders and design teams to better inform use cases and design concepts of education software through research.

Enterprise Holdings

2006 – 2014

Account Representative

Dec 2009 – Jun 2014

- Large account business development and marketing role for one of our largest accounts in the insurance segment providing ongoing support in an effort to both gain a larger market share within the account and also service existing client relationships.

In-House Account Representative-Call Center

Aug 2007 – Dec 2009

- Promoted (based on sales and marketing success) to in-house rep role within the insurance division; located within the call center and attached to existing corporate insurance accounts.

Management Trainee/Management Assistant

Jul 2006 – Aug 2007

- Completed intensive training program designed to develop leadership candidates starting at the branch level within the rent-a-car division.

SKILLS

- User Experience/ Product Design
- User Experience/ Product Research
- Conceptualization
- Design Leadership
- Demo Support/ Creation
- Ideation
- Mentorship
- Presentations
- Prototyping
- Project Management
- Product Development
- Product Strategy
- Future Vision
- Various AI Tools

EDUCATION

Indiana University, School of Informatics & Computing

- Master of Science, Human-Computer Interaction: 2016 (G.P.A. 4.0)

Purdue University, Krannert School of Management

- Bachelor of Science, Business Management: 2006