

Product design leader with 12 years of experience turning complex operational systems into clear, durable products. Sets design direction, builds research and delivery frameworks, authors design systems, partners closely with engineering, and mentors designers across enterprise AI, IoT, biotechnology, education, payments, and commerce.

EXPERIENCE

Lead Product Designer 2024–2026
T-Mobile for Business

- Led end-to-end product design for enterprise IoT connectivity across quoting, CPQ, custom pricing, approvals, and contracts.
- Unified four disconnected tools around one decision flow for deals spanning thousands of SIMs and eSIMs.
- Designed AI-assisted lead scoring and a nine-section intake that produced valid downstream configurations.

Senior / Lead Product Designer 2022–2024
Elanco Animal Health

- Led product design across applied AI, continuous discovery, and the enterprise design system.
- Established a timeboxed discovery cadence used across more than 400 inherited digital properties.
- Designed ElancoGPT workflows for teams operating across multiple regions and regulatory environments.

Senior Product Designer 2017–2018
John McNeil Studio · Cisco Networking Academy

- Designed NetAcad 2.0 product experiences and reusable components later adopted across the broader NetAcad site.

Information Architect 2014–2016
Macy's & Bloomingdale's · PayPal

- Designed app and web payment integration experiences for live retail environments.

CAPABILITIES

- Product strategy & direction
- Complex workflow design
- Applied AI experiences
- Design systems
- Continuous discovery
- Information architecture
- Data visualization
- Design–engineering partnership
- Team mentorship

EDUCATION

M.S. Human-Centered Design & Engineering
University of Washington · Seattle
2020–2023

B.S. General Biology
Cell & Molecular Biology
Dominican University of California

DOMAINS

Enterprise operations · AI · edge computing
· telecom · biotechnology · e-commerce · payments · education