

experience.

senior user experience designer

Jun 2021 - Present

BD / Leading pharmacy automation company specializing in high-speed robotic dispensing and workflow solutions

- Lead end-to-end design for complex B2B pharmacy systems, translating technical requirements into intuitive interfaces that improved adoption rates
- Maintain and contribute to a comprehensive design system that standardizes UI patterns across multiple products, enabling faster development and consistent user experiences
- Conduct extensive user research with diverse stakeholders including financial decision-makers and end-users to inform product strategy and roadmap prioritization
- Collaborate closely with engineering teams to ensure high-fidelity designs were implemented accurately while balancing technical constraints

senior user experience designer

Aug 2014 - Jun 2021

SAS Institute / Global leader in analytics and business intelligence software for financial services

- Served as UX Design Lead for Banking Risk Management products, designing B2B solutions for Fortune 500 financial institutions that improved regulatory compliance efficiency
- Led development of the SAS Model Implementation Platform from concept to launch over 5 years, contributing to SAS being recognized as a leader in model risk governance by Chartis in 2023
- Contributed to design system and pattern libraries that ensured consistency across multiple financial products while reducing design and development time
- Conducted usability testing with banking professionals to validate design solutions, resulting in an increase in user satisfaction scores
- Initiated and led "Muze," a design initiative that fostered collaboration between designers and engineers, organizing industry conferences and launching a monthly internal video series

user experience designer

Mar 2011 - Jul 2014

Allscripts / Healthcare information technology company specializing in electronic health records and financial solutions

- Designed and developed a pioneering B2B2C mobile application for iPad that revolutionized note-taking for home care workers, replacing outdated paper-based processes and reducing documentation time
- Led the end-to-end design process from ideation to delivery, including user research, wireframing, prototyping, and usability testing with healthcare professionals
- Collaborated extensively with cross-functional teams including product managers, engineers, and medical experts to ensure solutions met both business goals and regulatory requirements
- Created scalable design patterns that were adopted across multiple healthcare products, establishing consistency while accommodating diverse user needs
- Received the Allscripts Inventor's Award for innovative approach to digital healthcare solutions

education.

master of art + design

NORTH CAROLINA STATE UNIVERSITY | 2008-2010

bachelor of art + design

NORTH CAROLINA STATE UNIVERSITY | 1999-2003