

*I specialize in translating dense data and deep domains into products that let users spend less time on process friction and more on what they're passionate about.*

## Education

### CARNEGIE MELLON UNIVERSITY

Master of Human-Computer Interaction  
2012

### UNIVERSITY OF VIRGINIA

Bachelor of Science in Architecture  
2009

## Skills

### Leadership & Strategy

Product Roadmapping  
Feature Prioritization  
Stakeholder Management  
Cross-functional Leadership  
Project Management  
Design Systems  
Mentorship  
Storytelling  
Workshop Facilitation  
Agile/Scrum

### Design & Research

Information Architecture  
Interaction Design  
Systems Design  
Visual Design

User Research (Interviews, Contextual Inquiry, Usability Testing, Synthesis)

Heuristic Evaluation

Prototyping (Rapid & High-Fidelity)

Storyboarding  
Accessibility

### Software & Tools

Figma, Mural, Adobe Creative Suite, Splunk, Airtable, Claude, NotebookLM

## Work Experience

### NASA AMES RESEARCH CENTER HCI GROUP

#### Design Team Lead // May 2021 - Present

- Managed feature roadmap for the Mission Assurance System, a platform of 25+ applications serving over 6,700 NASA engineers, prioritizing capabilities based on user research and overall impact to upcoming Artemis moon missions
- Translated user needs into \$540,000 annual contract for software supporting NASA's Space Launch System rocket, and oversaw delivery of contract's individual projects to ensure quality and completion
- Set formal design standards and processes for HCI group, including adoption of design system and component library to simplify design-to-development handoff and ensure consistency across multiple platforms
- Mentored a team of 11 UX designers and an annual cohort of Carnegie Mellon HCI graduate students, prioritizing professional growth and aligning project assignments with skill development goals, assisting them in collectively earning 8 NASA medals for outstanding personal and project achievement

#### Senior Product Designer // May 2016 - April 2021

- Led design and project management for digital transformation initiatives, modernizing NASA processes into structured data systems that improve accessibility and reliability of mission-critical engineering information
- Redesigned the Mission Assurance System landing page used by thousands of engineers across 25+ applications, emphasizing process needs identified through research with 45+ users ranging from novices to power users
- Led research and design effort for federated search tool enabling flight controllers to locate crucial information across 11 applications and over 380,000 data records with one click during time-sensitive launch events

#### User Experience Designer // September 2012 - April 2016

- Led design efforts for the International Space Station Hazard analysis tool, designing tools to improve verification tracking, manage attachments, and support new process requirements
- Led design for a systems integration that has improved data reliability on over a thousand crew safety controls by limiting context switching and human error