

PROFESSIONAL EXPERIENCE

USER EXPERIENCE & AI DESIGN CONSULTANT

IBM | Washington, DC (Remote)

2023 – Present

United States Postal Service (USPS)

- Owned end-to-end redesign of AI-powered web and kiosk platforms in Figma, modernizing information architecture, transaction flows, and content standards. Increased customer sales by 73%.
- Built intuitive dashboards and data visualizations with Python and HTML/CSS, surfacing complex fraud and financial insights for 2,600+ flight routes. Decreased operational costs by 24%.
- Collaborated with PMs, engineers, and researchers to embed AI-first workflows and iterate through WCAG 2.2, Section 508, and A/B testing to validate consistency and edge cases with data. Strengthened design system by injecting reusable components.

Federal Aviation Administration (FAA)

- Led user-centered strategy for a modernized National Airspace System dashboard, translating operational complexity into clear, data-driven, and actionable interfaces.
- Facilitated 10+ interviews, journey mapping sessions, and design critiques to align user needs, technical constraints, and business goals – result was featured in a competitive proposal to FAA executives.

United States Space Force (USSF)

- Designed a learning platform consisting of 15+ high-fidelity experiences for mission-critical training and admin oversight.
- Established a scalable design system and validated interactive prototypes with 20+ personnel, simplifying a 10-step registration flow to 4 steps before development handoff.

IBM Customer Transformation Business Line

- Managed UX research and accessibility audits for enterprise platforms, shaping product strategy and roadmap prioritization.
- Interviewed SMEs and leveraged AI to accelerate research synthesis and surface executive-level insights.

General Services Administration

- Supported contract acquisition efforts by presenting human-centered design and AI digital transformation strategies to clients.

PRODUCT DESIGNER

Lit Learning, Inc. | Williamstown, MA (Remote)

2022

- Designed official learning platform for 50+ schools in Afghanistan, increasing accessible education for 2,000+ students.

UX LEAD

Williams Undergraduate Research Journal | Williamstown, MA (Remote)

2021

- Led design of official website to showcase student work, performing campus-wide research to ensure usability for 3,000+ users.

EDUCATION

M.B.A. IN BUSINESS ADMINISTRATION, MINOR IN ENTREPRENEURSHIP, BGS HONOR SOCIETY

Johns Hopkins, Carey Business School – Baltimore, MD

May 2026

M.A. IN DESIGN LEADERSHIP, HONOR SOCIETY

Maryland Institute College of Art – Baltimore, MD

May 2026

B.A. IN COMPUTER SCIENCE, MINOR IN SCIENCE & TECHNOLOGY STUDIES

Williams College – Williamstown, MA

June 2023

SKILLS

AI: Generative Prototyping, Design Evaluation, Prompt Engineering, Claude, Figma Make, v0, Cursor, Google Stitch

Tools: Figma, Adobe CS, Python, HTML/CSS, React, TSX, Design Systems, Journey Mapping, Github, Mural

Business: Product Strategy, Systems Thinking, Data Analytics, Cross-Functional Collaboration, Agile, Scrum

Certifications: IBM Generative & Agentic AI, IBM Enterprise Design Thinking, IBM Government Industry Jumpstart