

Designing trustworthy AI for complex systems.

### EXPERIENCE

#### Product Designer

2024 - Present | Seattle, WA

##### Microsoft

- Design conversational AI experiences for Microsoft Fabric Data Agent, an enterprise product that turns plain-English questions into structured answers across SQL, DAX, and KQL data.
- Own end-to-end design for tool management, including setup, configuration, error handling, and management patterns for MCP servers, Azure AI Search, and Fabric functions.
- Created a reusable reasoning-transparency framework across seven tool types and maintain the component library across Fluent, Fabric, and Copilot, doubling prototyping speed.
- Piloted AI-powered prototyping for usability testing, producing higher-fidelity experiences that generated more actionable customer feedback and influenced adoption by peer designers.
- Built functional vibe-coded prototypes for complex features and led design-to-code component architecture that AI design and coding tools can parse and implement more reliably.
- Own UX funnel metrics across creator and consumer journeys; shipped Data Agent to general availability in March 2026, serving thousands of organizations.

#### Generative AI Design Lead

2022 - 2024 | Seattle, WA

##### VMware (Broadcom)

- Led end-to-end interaction design and user testing for Tanzu Intelligent Assist, VMware's first Gen AI assistant for multi-cloud management, from opportunity framing through launch.
- Defined how the assistant personalized complex answers, connected conversation to product actions, communicated AI-controlled navigation, and maintained a trustworthy enterprise personality.
- Partnered with product, engineering, three business units, and executive stakeholders to create a Gen AI design system with 44 reusable components and language guidelines.
- Designed and evaluated success metrics that contributed to a 62% decrease in loading time and an increase in positive user sentiment from 0% to 75%.
- Served as the go-to design expert for integrating Gen AI into four key services, providing guidelines, design critiques, and quality standards across the product suite.
- Pioneered an AI/ML-driven event management product projected to generate \$5M in revenue; led the North Star, roadmap, an 11-stakeholder workshop, user testing, and 14+ design iterations.
- Established 400% zoom accessibility patterns across two product lines; launched the assistant at VMware Explore 2023 with 200+ media mentions.

#### UI/UX Designer

2020 - 2022 | Los Angeles, CA

##### GEICO

- Served as the sole designer for a fragmented damage inspection and repair scheduling experience across mobile and desktop.
- Led design from research through high-fidelity prototypes, including usability testing, heuristic analysis, and 2.6 hours of Quantum Metric session review.
- Replaced four separate paths with one eligibility-aware flow, increasing scheduling completion by 10.2% and click-through from the damage inspection summary by 21%.
- Designed GEICO's first filter system with product, engineering, business stakeholders, and UX writing.

#### UX / Product Designer

2020 | Philadelphia, PA

##### Penn Medicine

- Sole designer for an ArcGIS public-health dashboard that translated more than one million COVID-related tweets into interpretable signals about symptoms, sentiment, geography, and public concerns.
- Defined the information architecture and visualization system in three weeks with data scientists and a psychologist; the work was featured by Twitter Developer and The Philadelphia Inquirer.

### EDUCATION

#### University of Pennsylvania

MS, Integrated Product Design | 2018 - 2020

##### UI/UX Design

#### ArtCenter College of Design

MFA, Media Design Practices | 2017 - 2018

##### Interaction Design

#### Central South University of Forestry and Technology

BS, Industrial Design | 2012 - 2016

### SKILLS

#### AI product design

AI agents, Copilot, conversational AI, human-AI interaction, reasoning transparency, MCP and tool experiences, prompt and context design, model evaluation, AI interaction patterns

#### Data and analytics

Power BI, data visualization, product telemetry, UX funnel metrics, quantitative analysis, dashboard design, Quantum Metric

#### Product design and research

Enterprise product design, 0-1 product strategy, design systems, information architecture, accessibility, user interviews, usability testing, workshops, heuristic evaluation

#### Prototyping and vibe coding

Figma, Miro, ProtoPie, Framer, Axure, Codex, Claude Code, Gemini, VS Code, HTML, CSS, JavaScript, Python

#### Delivery and collaboration

Git, GitHub, repository management, Jira, Azure DevOps (ADO), design documentation, cross-functional planning and stakeholder workshops

### WRITING & JURY

#### Writing

How Gen AI is Transforming the UX Design Process; Japanese-Chinese Translation with GenAI: What Works and What Doesn't; Design for 400% Zoom Reflow

#### Invited jury

Webby Awards, IxDA Interaction Awards, MIT App Inventor Foundation, Stanford TreeHacks

### SELECTED RECOGNITION

- Inking: Gold MUSE Creative Award; 3 Gold Indigo Awards; DNA Paris Design Awards Winner; Vega Digital Awards Arcturus Winner; A' Design Award; IxDA Interaction Awards Shortlist.
- MuscleGuru: 2 Gold and 4 Silver Indigo Awards; Silver MUSE Creative Award; A' Design Award.