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Summary

Senior Product Designer with over 13 years of experience in UX/UI design, including 7 years consulting on civic tech and digital innovation projects for web, mobile, and desktop platforms. Expert in Figma and design systems, partnering with Agile teams to deliver accessible, equitable, high-impact digital products that improve lives and strengthen public service.

Experience

Senior Product Designer | Archipelagy (Design Studio)   *09/2022 to Present, Remote*

- Owned the end-to-end design process and drove product strategy for mission-driven digital tools, increasing engagement by 85% through human-centered design practices

- Drove research efforts through interviews, surveys, and usability testing to identify user pain points— refining workflows and UI to increase conversions by 31%

- Built clickable prototypes in Figma using auto layout and variables, supporting design systems that scaled across desktop, tablet, and mobile platforms

- Facilitated design workshops and stakeholder reviews—presenting sitemaps, user journeys, and visual mockups to align user needs, client goals, product priorities, and feature roadmaps

- Championed inclusive design through usability and accessibility evaluations, driving 99% WCAG compliance and ensuring equitable outcomes across platforms

- Advocated for data-driven design, using AI, analytics, and qualitative and quantitative insights to clarify ambiguous requirements, inform product direction, and optimize user journeys

Product Designer | Resource Data (Consulting)   *07/2017 to 09/2022, Remote*

- Directed design for 10+ civic tech projects across web, mobile, and desktop platforms, leveraging strategic thinking to deliver scalable solutions that improved public service delivery

- Designed and maintained an enterprise design system with 100+ components and documented usage guidelines, cutting design time by 60% and enhancing cross-functional collaboration

- Mentored junior designers and peers through 1:1s, design reviews, and QA, promoting growth through constructive feedback and raising quality across project deliverables

- Led design sprints with product managers, engineers, and government stakeholders as part of the Agile development process to prototype, test, and align design direction with user and policy needs

- Advised over 6 government agencies—including healthcare, public benefits, and finance—on the design of digital services, improving usability for 850K+ users, and increasing trust in public systems

- Championed governance of design standards, co-chaired a UX committee to establish guidance for 200+ staff and improve consistency across internal tools

- Created new design system components based on accessibility audits and usability testing to ensure inclusive, compliant, and reusable UI patterns

Software Engineer (UX focus) | State of Alaska   *09/2015 to 07/2017, Juneau, Alaska*

- Redesigned government applications within Agile teams, simplifying complex workflows and reducing time-on-task by 65% through clean, intuitive UX

- Synthesized user research findings with multi-disciplinary teams to refine design methodologies, align on product goals, and increase user satisfaction by 90%

- Spearheaded the transition of government websites to a content management system, optimizing content workflows and enabling more efficient updates at scale

- **Software Engineer Intern | State of Alaska**   *10/2011 to 09/2015, Juneau, Alaska*

- Developed and implemented UX/UI design best practices that improved overall design consistency, leading to a 75% reduction in revisions and improved usability

- Leveraged industry trends and emerging technologies to evolve product features, expand functionality, and increase user engagement and retention

Education

Bachelor of Science, Computer Science, *Lewis Clark State College, Cum Laude*

Bachelor of Science, Web Development, *Lewis Clark State College, Cum Laude*

Certifications

Google UX Design Certificate, *Coursera*

Master Figma Course, *SaaS Design*

Skills

User Research	**Design**	**Software**
User flows,	Wireframes,	Figma,
Surveys,	Clickable prototypes,	Adobe Creative Suite,
Interviews,	Visual mockups,	Sketch,
Usability testing,	Content strategy,	Google Workspace,
Journey maps,	Design systems,	JIRA,
Information architecture (IA),	Accessibility (WCAG),	HTML5/CSS/JavaScript