

EXECUTIVE PROFILE

Strategic UX and Product Design leader with 15+ years of experience leading the design of complex enterprise platforms across cybersecurity, healthcare, finance, and research environments. Known for building high-performing teams, aligning design with business strategy, and transforming early-stage UX functions into scalable product design organizations.

Recognized for operating at the intersection of UX leadership and product strategy — partnering with executives, engineering, marketing, and product teams to deliver intuitive platforms supporting sophisticated technical workflows. Early adopter of AI-augmented design practices, using AI to accelerate discovery, generate concepts, and curate production-ready experiences.

CORE COMPETENCIES

UX & Product Strategy	Design Leadership	AI-Augmented Design
Enterprise SaaS UX	Product Discovery	Design Systems
Information Architecture	User Research	Data Visualization
UX Writing & Content	Agile / Scrum (CSPO)	Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Director of User Experience · Glasswall

Remote | 2021 – 2026

- ▶ Led UX strategy for a cybersecurity platform used by enterprise and government customers to securely process high-risk files and data.
- ▶ Served on the Senior Management Team, shaping company initiatives, product direction, and operational priorities.
- ▶ Built and led the organization's UX capability, managing designers, technical writers, and product marketing partners.
- ▶ Introduced scalable UX practices: discovery research, journey mapping, usability testing, design reviews, and design briefs.
- ▶ Directed design of major platform initiatives including Halo (*Security Innovation of the Year — UK IT Industry Awards 2024*), Meteor, and Foresight (AI-powered threat prediction).
- ▶ Designed and launched a new customer portal featuring dashboards for file analysis and threat intelligence visualization, along with admin settings for M365 integrations and policy management.
- ▶ Partnered with engineering leaders to introduce Figma-based design workflows that dramatically improved design-to-development collaboration.
- ▶ Led design initiatives supporting major enterprise and government opportunities including Microsoft and Oracle engagements.
- ▶ Guided migration and redesign of the company documentation ecosystem, establishing content standards and training cross-functional contributors.
- ▶ Championed accessibility and usability practices across engineering teams to improve product quality and maintain government compliance.
- ▶ Adopted AI-augmented design workflows to accelerate concept generation, prototyping, and user research synthesis.

UX Design Lead · Mass General Brigham

Boston, MA | 2019 – 2021

- ▶ Led UX design for healthcare platforms improving patient communication and clinical workflows across hospital networks.
- ▶ Conducted qualitative research and usability studies guiding redesign of patient-facing digital services.
- ▶ Designed workflow automation tools used by clinicians, pharmacists, and patient navigators.
- ▶ Managed UX designer and facilitated collaboration across design, engineering, and clinical stakeholders.

UX Design Lead & Vice President · [State Street Global Advisors](#)

Boston, MA | 2017 – 2019

- ▶ Led UX strategy for the redesign and consolidation of global investment platforms serving institutional investors.
- ▶ Developed complex navigation and information architecture models supporting international regulatory requirements.
- ▶ Partnered with product, marketing, and engineering leaders to improve digital customer journeys.
- ▶ Designed internal publishing workflows that improved operational efficiency and scalability.

Senior Information Architect · [Sapient Global Markets](#)

Boston, MA | 2015 – 2017

- ▶ Designed digital platforms for financial-services clients, translating complex business requirements into clear user flows, navigation models, and prototypes.

UX Specialist & Web Product Manager · [MIT Libraries](#)

Cambridge, MA | 2010 – 2015

- ▶ Managed cross-functional web initiatives including redesign of libraries.mit.edu and multiple research service platforms serving the MIT academic community.

TOOLS & TECHNOLOGY

Design: Figma, Figma Make, Claude, Sketch, Axure, Balsamiq, Adobe InDesign

Product & Collaboration: Azure DevOps, Jira, Lucid, Figjam

CMS & Platforms: WordPress, Adobe Experience Manager, Microsoft Dynamics

EDUCATION & CERTIFICATIONS

AI-Powered UX Design — CoCreate

Certified Scrum Product Owner (CSPO) — Scrum Inc.

Statement of Accomplishment, Human-Computer Interaction — Stanford University

M.L.I.S., Library & Information Science — Simmons College

B.A., Classics & English — Allegheny College