



About me

As an empathetic UX Lead with over a decade of experience, I am passionate about coaching and mentoring to build impactful, user-focused design teams. I firmly believe that cultivating partnerships and trust among cross-functional peers and stakeholders is essential for aligning UX goals with business objectives and delivering impactful user experiences.

Currently, I serve as the interim Talent UX Manager, supporting a global team of designers through transitions, change management, and setting design priorities.

ADP

Location
Dallas, TX

Industry
**Talent solutions
& HR**

Lead UX Designer

June 2022 to Present

During the past two years, I've led a global UX team for ADP Learning—an essential cross-business unit initiative at ADP recently launched for mid-market, and currently extending into national and global. My role expanded to the Career Development suite, where I led a small team in researching, conceptualizing, and prototyping a mobile career companion focused on career moments and sentiment. This initiative resulted in renewed investment in Career, with the VP of Product Dev dedicating scrum teams, more than 22 research sprints, and ultimately the development of the user-focused 'Open to Connect' feature.

- I led the initial design direction of experience gaps for NAS Learning clients, preparing for upmarket sales with strategic features like catalog management and skills-based recommendations that help admins manage a massive catalog and gives employees targeted and meaningful content - leading to multiple clients in pilot.
- Navigated complex stakeholder relationships and priorities across multiple business units for Learning, even when strategies diverged and conflicts arose. These moments led to foundations of trust, fostering a spirit of collaboration and mutual support among all triad members.
- Defined an experience map with designers and engineers in Australia at Go1 to adapt an AI chat assistant for ADP Learning that leverages ADP employee profiles and career aspirations, aiding in the discovery of relevant learning content across an extensive library of 80,000 courses.
- Worked with researchers to create archetypes for Career Development, ensuring a research-led approach and mentored a designer through multiple iterations of a mobile concept presented to stakeholders.
- Designed building-blocks to standardize a criteria builder that considered experiences across multiple ADP products, aligning design partners across multiple domains, and simplified the experience.
- Planned, organized, and presented in quarterly updates for the Talent team, aligning work with OKRs, and assisting other designers with their slides, presentation skills, and effective communication.

Thomson Reuters

Location
Dallas, TX

Industry
Legal, tax, & accounting

Senior UX Designer

Oct 2017 to June 2022

- Took the lead in modernizing ONESOURCE Tax products from start to finish. This was a huge domain switch, so I relied heavily on my ability to collaborate closely with stakeholders and engineering teams, until I too was a subject matter expert. Through implementing design standards and pattern consistency, I was able to simplify the user experience, which led to increased sales and revenue for Income Tax products.
- As a founding member of the pan-TR design system team, I consolidated immense component libraries across product lines. Through interviewing stakeholders and DS consumers, we established goals for the new system, leading to increased investment and adoption of a unified design system globally.
- I spearheaded a two-year initiative to modernize ONESOURCE Property Tax. Leveraging the latest design systems and AG grid, I achieved a total information architecture overhaul and simplified user flows, reducing time-on-task and empowering sales efforts to sign new clients.
- I streamlined the design process across the tax and accounting design team by creating a re-useable component library - delegating the creation of each component and tracking progress to improve consistency and efficiency.
- Utilizing design sprints, I interviewed clients, mapped their onboarding journey, and conceptualized a self-service wizard for ONESOURCE Property Tax. Stakeholders were thrilled and promptly prioritized it on the roadmap.

AT&T

Location

Dallas, TX

Industry

Telecom & technology

Senior UX Architect

June 2016 - Oct 2017

As Sr UX Architect I standardized ordering experiences across Business Center products, establishing user flows that generated alignment and reduced intake time for new features and sped up delivery in a waterfall environment.

- Simplified IA and increasing awareness of health status through badges for Switched Ethernet on Demand, greatly reducing support call volume and increasing user self-management of their networks.
- I designed and prototyped a next-gen ticketing and uCPE (universal Customer Premises Equipment) ordering concept as UX designer in 'pretri-dish' design sprint, leveraging AR for on-site installs, which was field tested with findings presented to executives. The goal being to share how rapidly and effectively design practices can be used to produce outcomes.
- Created Micro-frame library to aid UX discovery, journey mapped the entire B2B product suite experience, and ensured governance for design standards, WCAG, and 508 accessibility were adhered to in all designs.

Internap

Location

Dallas, TX

New York, NY

Industry

Internet infrastructure

Senior Visual Designer

Sept 2014 to May 2016

I provided design oversight for Internap's entire digital portfolio, working closely with product and marketing leaders as Senior Visual Designer. I crafted brand guidelines for use across all digital products and customer touch-points.

Additionally, I collaborated closely with engineering and development partners to create, document, and maintain a UI component library, accelerating the development of new features in strategic initiatives.

UI, Visual Designer

Sept 2012 to Sept 2014

As the founding UI Designer in a fast-paced agile team (newly acquired by Internap), I owned the end-to-end admin experiences managing cloud hosting infrastructure for a single-pane-of-glass enterprise management portal, covering support, ticketing, and billing experiences.

Education

BFA, Graphic Design

Abilene Christian University | Honors | NCAA Tennis

Certificates & awards

Leadership Excellence: Emerging Leaders Program | ADP | Jun 2024 | Certificate

Spotlight Award - Service Excellence | ADP | May 2023

Transcend Appreciate Award | Thompson Reuters | April 2021

Surge Appreciate Award | Thompson Reuters | Dec 2020

Surge Appreciate Award | Thompson Reuters | May 2020

On the Spot Award | Internap | Feb 2015

Skill set

Soft skills

- Strategic and systems thinking
- Stakeholder management
- Team leadership, mentoring, coaching
- Cross-functional collaboration
- Effective communication & presenting
- Strategy, planning, & prioritization

Expertise

- Design thinking tools & methods
- Wireframing & prototyping
- Ideating & solutioning
- Simplifying complexity
- Defining requirements & success criteria
- Owning end-to-end design process

Tools

- Figma, Axure, Sketch
- LucidChart/Spark, Miro
- AdobeCC
- Microsoft365
- Jira, ADO