



SUMMARY

Lead Product Designer with 10+ years of experience designing complex enterprise products and workflows. Specializes in translating data-rich network monitoring and IT operations workflows into clear, scalable experiences for technical users. Leads projects from early exploration through delivery, partnering with product and engineering to bring clarity to complex problem spaces and create thoughtful, effective product experiences.

EXPERIENCE

 San Francisco, CA

 2020.08 - present

ThousandEyes (Part of Cisco)

Lead Product Designer

- Lead end-to-end design for network monitoring and performance products used to understand and improve application and network reliability.
- Design experience across network & app synthetics, API synthetic monitoring, web transaction monitoring, digital employee experience monitoring, etc.
- Simplify complex monitoring, configuration, and troubleshooting workflows for technical users working with detailed performance information.
- Translate technical requirements into information architecture, interaction modals, workflows, prototypes, and production-ready design direction.
- Partner with product managers, engineers and executives to define requirements, resolve ambiguity, and guide product decisions.
- Improve consistency across areas through shared interaction patterns and design best practices.

 Austin, TX

 2016.06 - 2018.09

Watermark Insights (TK20 Inc. prior company merger)

Interaction Designer

- Led UX for Academic Planning, shaping the experience from research and problem definition through workflows, prototypes, and delivery.
- Conducted user research and created journey maps to clarify needs, identify opportunities, and guide product direction.
- Defined a repeatable UX process, standardized design deliverables, and built an interaction-pattern library for reuse across the product.
- Worked with cross-functional partners to turn complex planning tasks into more understandable product experiences.

 Menomonee Falls, WI

 2015.09 - 2016.06

Kohl's Department Stores

Experience Designer

- Designed Buy Online, Pick Up in Store experiences across mobile, tablet, desktop and in-store kiosk platforms.
- Created connected customer and associate experiences in partnership with store operations.
- Developed workflows and interaction designs that supported the relationship between digital ordering and in-store fulfillment.

 Lehi, UT

 2014.05 - 2014.08

Solutionreach

Interaction Design Intern

- Redesigned a web-based patient engagement platform to help healthcare providers communicate with patients and manage patient information more effectively.

EDUCATION

 Bloomington, IN

 2013.08 - 2015.05

Indiana University Bloomington

Master of Science in Human Computer Interaction / Design

 Beijing, China

 2009.09 - 2013.06

Beijing University of Posts and Telecommunications

Bachelor of Engineering in Industrial Design