

Summary

Senior Product Designer with 10+ years of experience designing enterprise software across regulated industries — including financial services (JPMorgan Chase, PNC Bank) and education (McGraw-Hill Education). Specializes in complex, multi-stakeholder products where clear information architecture, systems thinking, and cross-functional alignment are as critical as interface craft. Frequently operates without a dedicated researcher, leading whiteboarding sessions and discovery work to define user flows, map IA to backend systems, and surface integration dependencies before development begins. Brings a disciplined analytical foundation — shaped by U.S. Army Intelligence training and formal study in Human-Computer Interaction (MIT) and Graphic Design — to turn ambiguous, high-complexity problems into clear, scalable, and accessible product experiences.

Professional Experience

Experience Designer | PNC Bank, Columbus, OH

Mar 2025 – Present

- Partner with business analysts, sponsors, PMs, and IT teams to translate complex business requirements into clear, user-centered design specifications that align with strategic objectives and technical constraints.
- Design interface solutions grounded in client input and design standards, balancing user needs with system and scope constraints across enterprise banking products.
- Lead design review sessions with cross-functional teams, driving stakeholder consensus and approval on designs, documentation, and usability deliverables.
- Consolidated design files into a single navigable source of truth for product and engineering teams, streamlining design handoff and reducing time spent locating specs during development.
- Contributed to a lean 3-person design team delivering consistent, sprint-ready designs across a complex enterprise banking product, maintaining quality under tight timelines.
- Contribute to the development and continuous improvement of design methodologies, workflows, and standards — including ROI tracking and usability metrics — to elevate the practice across teams.
- Serve as an experience design advocate, championing user-centered principles throughout the product development process and business acceptance testing phases.

Senior UX Designer | JPMorgan Chase, Columbus, OH

Dec 2017 – Aug 2024

Business Resiliency

2022–2024

- Transitioned to the Business Resiliency department to design mission-critical tools supporting enterprise recovery and compliance workflows — taking on significantly higher-complexity product challenges across multi-party, multi-status systems.

- Designed a recovery process builder enabling product owners to create processes from scratch or clone existing ones, balancing flexible authoring with the consistency and auditability requirements of a regulated environment.
- Led UX for a scheduling and test management tool coordinating mandatory and optional recovery tests across multiple parties — designing for complex coordination states, role-based views, and competing stakeholder needs.
- Designed a multi-status approval workflow for Recovery Steps — spanning requesters, evaluators, and approvers — including an integrated messaging system to surface and resolve issues found during digital form and PDF document reviews.
- Led cross-functional whiteboarding sessions with business, product, and engineering to align on user flows, information architecture, and data requirements — mapping IA to multiple data sources and informing API planning before UI development began.
- Led the initiative to implement Adobe Analytics across the Business Resiliency application — self-learning the tool and creating documentation covering workflows, user entitlements, and entitlement combinations, enabling the team to independently track usage going forward.
- Surfaced a foundational product insight: Technology Resiliency users — who supported and enabled Business Resiliency teams — were using the application more frequently and for longer sessions than the Business Resiliency users the product had been designed around, directly challenging the team's assumptions about their primary persona.
- Co-created accessibility documentation aligned with the Greenlines System for Accessible UX, mentored designers on A11y standards, and ensured WCAG-compliant interfaces across Business Resiliency department products.

Legal Department

2017–2022

- Onboarded as a UX evaluator for Passport Legal Spend, a matter management tool — conducting a heuristic evaluation and presenting findings on status alerts and confirmation messaging that led to feature design assignments.
- Expanded scope to a second product team, attending eDiscovery workflow tool (Pega) demos to identify UX issues and inform design decisions for the Legal department's eDiscovery team.
- Appointed lead designer for Legal Data Central, an internal vendor-management tool — collaborating with UX research, product, and engineering from concept through delivery, and helping plan the consolidation of multiple databases and a data repository into a unified, searchable interface. This work is the basis for the SMEx case study in my portfolio.
- Led design for multiple additional new product initiatives within the Legal department, maintaining end-to-end ownership from discovery through implementation.
- Filled the UX research gap across multiple initiatives by leading whiteboarding sessions with business, product, engineering, and stakeholders — developing user flows, defining IA, and surfacing integration dependencies before development started.
- Mapped information architecture to backend systems and data sources during discovery, informing API and Kafka configuration planning and helping teams identify and resolve data dependencies before UI work began.
- Introduced Figma prototyping as the standard for usability testing, enabling earlier design validation and reducing the risk of building features that didn't meet user needs.
- Facilitated design thinking workshops that aligned cross-functional teams on product roadmap priorities, reducing misalignment and rework during delivery.

Designer | McGraw-Hill Education, Columbus, OH

Jan 2017 – Dec 2017

- Built a style guide and library of reusable HTML and CSS components that standardized design across print and digital platforms — enabling 5 junior designers to independently manage work previously requiring senior oversight.
- Designed an interactive prototype and led usability testing sessions with teachers for a new math product, incorporating feedback to align the final experience with national educational standards and teacher workflows.
- Selected for a leadership-assembled task force to accelerate a product redesign and sharpen its value proposition, directly supporting the sales team's ability to engage education boards across the country.

UX/UI Designer | DESIGNATION, Chicago, IL

Apr 2016 – Nov 2016

- Delivered end-to-end UX design consultations for two Chicago startups, providing research-based short, medium, and long-term strategy recommendations to help early-stage products create sustainable user value.
- Conducted generative and evaluative research — including one-on-one interviews and affinity mapping — then translated findings into wireframes, high-fidelity prototypes, and stakeholder-ready artifacts: journey maps, task flows, SWOT analyses, and documented UI mockups.

Skills & Tools Section

Design & Prototyping

- Figma, FigJam
- Adobe Creative Cloud
- HTML / CSS

Research & Facilitation

- Heuristic evaluation
- Whiteboarding & discovery
- Usability testing
- Surveys & analytics
- Affinity mapping

Information Architecture

- IA mapping to systems
- User flows & task flows
- Journey mapping
- API & data dependency planning

Accessibility

- WCAG 2.1 / A11y
- Greenlines System
- Accessible design systems

Collaboration

- Cross-functional facilitation
- Design thinking workshops
- Stakeholder presentations
- Design systems

Domain Experience

- Financial services
- Business Resiliency
- Legal operations
- EdTech

Education

Graphic Design The Art Institute of Fort Lauderdale, Fort Lauderdale, FL	Oct 2011
Associate's Degree	
Art History Universidad de Puerto Rico, Río Piedras, PR	Jun 2008
Bachelor's Degree	
Intelligence Analyst (96B) US Army, Fort Huachuca, AZ	Nov 2004
Specialized Training	

Certifications

Human-Computer Interaction (HCI) for UX Design MIT	May 2024
UX/UI Design Bootcamp DESIGNATION	Nov 2016