

PROFESSIONAL EXPERIENCE

Caylent | Senior UX Designer *May 2025 - Present (Remote)*

- Guided clients through ambiguous requirements, aligning product and engineering teams on priorities, UX tradeoffs, and design delivery

Lee Enterprises Website Redesign

- Designed personalization for a news platform serving 72 markets, combining followed topics and journalists with tailored feeds, timed stories, and endless scrolling to make news relevant to readers’ interests and mobile habits and reinforce subscriber value
- Collaborated within a 5-designer team to standardize approved patterns into shared components for consistent development handoff

Protecht Risk Management Assistant

- Expanded a request-based chatbot into embedded AI workflows spanning guided incident entry, form prefilling, contextual helpers, a knowledge hub, and semantic search
- Designed conversational flows that turn open-ended incident descriptions into structured inputs through tailored follow-up questions and prompt suggestions
- Defined AI transparency and control patterns, including field attribution, source visibility, review, editing, and undo, to help users verify and correct generated content

Bhild CRM and Subcontractor App

- Designed and prototyped a 0→1 contracting marketplace and internal CRM in approximately 6 weeks using v0, covering bidding, messaging, payments, and project management

Auto Approve Loan Consultant Assistant

- Unified AI document extraction and lender-rule results into a review interface with confidence indicators, overrides, and feedback, and tested prototypes with five loan processors

Credera | UX Design Consultant *Sep 2023 - May 2025 (Dallas, TX)*

Centerpoint Energy Dispatch+

- Served as sole designer, owning dashboard design and leading internal and client reviews
- Championed product-wide improvements tailored to technicians’ working conditions, including dark mode for night shifts and custom loading animations to provide clearer feedback during wait times

Chili’s Team Member Handheld Redesign

- Identified 112 improvement opportunities across a restaurant team member app and redesigned workflows to reduce tap count by 52%, connecting usability improvements with operational efficiency

Credera | UX Research Consultant *Sep 2022 - Sep 2023 (Dallas, TX)*

EoS Fitness Website Redesign

- Led research spanning 2 Baymard assessments, 10 competitor SWOT analyses, and four gym visits to connect the digital member experience with real-world gym needs
- Partnered with a UX strategist to translate findings into 4 personas, 3 journey maps, and actionable recommendations that shaped the website redesign

Credera | UX Design Intern *Jun 2021 - Aug 2021 (Dallas, TX)*

Red Lobster Olo Replacement

- Expanded Red Lobster’s online ordering redesign beyond a direct Olo replacement, advocating for streamlined workflows and fewer clicks to improve usability and ordering efficiency

EDUCATION	SKILLS	TOOLS	RELEVANT CERTIFICATIONS
Vanderbilt University	Interaction Design	Figma	UX Specialization (CalArts)
B.A. Psychology	Information Architecture	User Testing Tools	Claude Certified Associate Foundations
Dean’s List	Usability Testing	Miro, Mural	PROFESSIONAL DEVELOPMENT IN PROGRESS
Aug 2018 - May 2022	Conversation Design	v0, Claude Design	Claude Certified Developer Foundations
	AI Transparency & Human Review		
	Design Systems		