

PROFESSIONAL SUMMARY

Product designer with 9 years leading end-to-end design for complex software, from discovery and research through prototyping, usability testing, and production. Directed design across 40+ initiatives for enterprise clients in automotive, healthcare, energy, and data services, including a platform of 60+ responsive screens built on a documented component system made for other teams to extend. A former software engineer who prototypes and ships in code as readily as in Figma, and who is comfortable taking loosely defined problems to scoped, implementable solutions. Experienced across data-dense interfaces, design systems, and conversational and AI-enabled products.

CORE COMPETENCIES

End-to-End Product Design	Design Systems & Component Documentation	Interaction & Visual Design	User Research & Usability Testing	
Wireframing & Prototyping	Information Architecture	Zero-to-One & Ambiguous Problems	Responsive Web & Mobile	Designs and Ships in Code
Design Process & Mentorship	Cross-Functional Collaboration	Figma		

WORK EXPERIENCE

TensorIoT (an AWS Partner) - Orange, CA May 2019 - Dec 2025

Senior UX Designer May 2024 - Dec 2025

- Directed end-to-end design for **40+ initiatives** across enterprise clients, taking loosely defined problems from discovery and scoping through prototyping and usability testing to production.
- Led design of an enterprise platform on a **documented reusable component system: 60+ responsive screens** spanning multiple device hierarchies, structured so other teams could extend the system rather than reinvent patterns per feature.
- Defined and standardized core design processes** - discovery, wireframing, prototyping, and usability testing - across multi-disciplinary project teams, and onboarded colleagues onto them.
- Shared design leadership on a small team on a rotating basis:** ran design critiques and reviews, mentored less-experienced designers into greater ownership, and interviewed candidates and reviewed portfolios as part of hiring.
- Designed **conversational and generative AI interfaces**, and defined how new capabilities folded into existing enterprise platforms and workstreams.
- Ran **discovery and scoping sessions directly with clients** to frame problems and inform scope and effort estimates during pre-sales.

UX Designer Jan 2021 - May 2024

- Designed responsive web and mobile experiences for **40+ clients** across automotive, healthcare, and enterprise data services.
- Designed an **Alexa-assisted at-home infusion experience** for a global pharmaceutical company over a ~1 year engagement, exploring the viability of voice-guided care where nearly every decision traded patient safety against simplicity.
- Created a **telemetry and task-management dashboard** for a major EV manufacturer, consolidating **3 discrete workflows into a single interface** with live data and exception handling.
- Consulted on conversational interaction models for a major airline and a biotechnology company, designing **intent structures and utterance libraries** as part of platform migration initiatives.
- Led **user interviews and heuristic analyses** that identified inefficiencies in cross-team workflows, informing redesigns that simplified process handoffs and improved overall usability.

Software Engineer - Conversational AI May 2019 - Jan 2021

- Built and shipped a conversational system handling a major credit bureau's most common dispute call flows, **improving NPS by 10+ points to parity with human support agents**.
- Developed and deployed voice experiences for enterprise clients in healthcare and financial services with daily traffic of **5,000+ callers**, along with the cloud back-end integrations supporting them.

Freelance

May 2017 - May 2019

Independent UX Design Consultant - Remote

- Delivered end-to-end UX/UI for **5+ web and mobile products** across e-commerce, SaaS, and consumer tech, working directly with founders and engineers from problem framing through high-fidelity prototypes and developer handoff.

ParkMe (INRIX)

Jun 2016 - Feb 2017

Data Operations Specialist - Santa Monica, CA

- Analyzed operational data across **8 key performance indicators** and led **15+ field contractors** collecting and validating U.S. parking data that supported training of models later shipped in a major automotive brand's in-vehicle navigation system.

EDUCATION

User Experience Design Immersive - General Assembly

2017

BS Chemical and Biomolecular Engineering - UCLA

2015

PROJECTS

Portfolio Site and AI Chatbot Solo Build / Spec-First in Code

Designed and built alanz.hu and its chatbot end to end, covering the full conversation UX - message differentiation, typing indicators, and mobile messenger patterns - alongside the implementation. Worked spec-first in code rather than in static design files, with persona and response scope maintained separately from the API layer.

Cursor, Claude Code, Next.js, TypeScript, OpenAI API, Vercel

Rotomdex Chatbot Built & Deployed / Live at Scale

Designed and built a reference tool over **800+ entries** running across **100+ community servers**, focused on anticipating user intent and reducing error states: flexible input parsing, async confirmation instead of forced retyping, and graceful handling of invalid commands.

Node.js, Discord API

SKILLS

Design: Figma, Adobe Creative Cloud, Design Systems, Interaction Design, Visual Design, Information Architecture, Prototyping, Responsive Web & Mobile

Research: User Interviews, Usability Testing, Heuristic Evaluation, Personas, Discovery & Scoping, Data-Informed Iteration

Engineering: JavaScript, TypeScript, HTML, CSS, React/Next.js, Python, Git, AWS

AI: Generative & Conversational AI, Retrieval & Citation UX, Intent Design, Prompt Engineering, AI-Assisted Prototyping