

PROFESSIONAL EXPERIENCE

- Lead Product Designer at BILL

2024 - June 2026

Leading product design initiatives across BILL Cash Account, Balance, and Invoice2go platforms, driving product strategy and execution across multiple business-critical fintech products.

 - Define product vision and UX strategy in close alignment with key business goals.
 - Lead end-to-end product design across complex web and mobile SaaS interfaces.
 - Drive customer research, detail-rich journey mapping, and usability testing cycles.
 - Collaborate with analytics teams to establish objective feedback loops.
 - Establish and scale reusable, standardized fintech design patterns.
- Staff Product Designer at BILL (Contract)

2022

- Led strategic product discovery and interface design for the Invoice2go engine.
 - Conducted high-yield user interviews, rigorous competitive analysis, and usability tests.
 - Collaborated deeply with Product Management and Engineering to ship refined flows.
- Product Design Manager at SPLIT

2020 - 2021

- Managed and mentored a high-performing team of product and system designers.
 - Led design operations, workflow optimizations, and a full-scale migration to Figma.
 - Built and evangelized highly scalable component libraries and design system frameworks.
- Staff Product Designer at TWILIO

2018 - 2020

- Defined overall UX strategy for technical intelligence and secure authorization suites.
 - Created highly intricate, robust user flows and high-fidelity interactive prototypes.

ADDITIONAL DESIGN EXPERIENCE • 2008 - 2018

Senior Product Designer / Product Design Lead positions at: **EY** • **Gap** • **Anzenna** • **Grapheene** (Co-Founder, VP of Design) • **Electronic Arts (EA)**

PROFILE & IMPACT

18+ years of experience designing and scaling customer-centric digital products across fintech, SaaS, developer tools, e-commerce, gaming, HR tech, and enterprise platforms. Expert in design systems, accessibility, design operations, product discovery, A/B testing, and AI-enhanced workflows.

CORE COMPETENCIES

- Product Strategy & Vision

Design Systems & Ops
- User Experience (UX) Design
- User Research & Usability

Accessibility (WCAG)
- Experimentation & A/B Testing
- AI Product Experiences

Data-Informed Design
- Cross-Functional Leadership
- Customer Journey Mapping

DESIGN PHILOSOPHY

Bridging the gap between robust system engineering and beautiful, friction-free user journeys. Always designing for scale, accessibility, and metric-driven business outcomes.