

Experience

Proof

2025 – Present

Remote

Director of Design (Player/Coach)

Led design for a legal tech platform serving thousands of law firms. Partnered closely with Product and Engineering to ship complex, compliance-heavy workflows.

- Led company's largest product initiative, redesigning the client experience to reduce support volume 25% by shifting strategy from "better messaging" to "proactive transparency" based on user research
- Designed compliance infrastructure encoding 810 state/service-type legal requirements into systematic rules engine, eliminating manual checks and creating foundation for affidavit automation
- Established design systems strategy (Atlas web, Compass mobile) enabling 40% faster feature development through systematic component libraries, design tokens, and collective ownership model
- Built team infrastructure (research repository, planning cadence, critique rituals) to support scale without slowing delivery

2023 – 2025

Principal Product Designer

Player-coach role leading design for legal document workflows. Conducted user research, designed operational systems, and shipped features that measurably improved quality and efficiency.

- Shipped operational improvements reducing affidavit error rates 37% through structured collaboration workflows between ops teams and process servers
- Designed AI-powered job creation tool saving clients 10 minutes per job with 87% acceptance rate, and 95% accuracy rate
- Led strategic research that redirected product roadmap—identified clients needed transparency over messaging, shifting entire product direction

Education

Systematic Interface Design

Intensive program focused on systematic design processes, visual hierarchy, and production-grade interface craft.

2021

Design Thinking & Execution

Strategic design methodology for translating business objectives into actionable design work.

2017

Skills

Product Design

User research and synthesis, interaction design, AI prototyping (v0, Claude, Figma Make), data-driven decision making, complex workflow design

Design Systems

Component libraries, design tokens, systematic QA processes, cross-platform design, accessibility standards (WCAG)

Design Leadership

Team development, stakeholder management, cross-functional collaboration with Product/Engineering/Operations, strategic planning

Experience (continued)

Unfold	Head of Experience
2022-2023	Led experience design for 14+ client engagements across healthcare, fintech, and consumer tech, remaining hands-on in research, interaction design, and high-fidelity prototyping on compressed timelines. Work contributed to clients raising \$90M+ including Tebra (\$72M Series D), Ikigai (\$13M Series A), and Treecard (\$5.1M seed). Managed client relationships, conducted user research, delivered high-fidelity prototypes on compressed consulting timelines.
Remote	
2021-2022	Senior Product Designer
	Product design for startup clients navigating product-market fit. Interface design, user research, prototyping, and design system foundations.
Figmints	Associate Creative Director
2019-2021	Directed team of 10+ creatives at full-service digital agency. Improved design-to-dev throughput 30% and client retention 50% by aligning product UX with refreshed brand standards.
Pawtucket, RI	
Toptal	User Experience Designer
2018-2021	Freelance product design for technology clients. Interface design, user research, prototyping.
Remote	
Self-Employed	UX/UI Designer
2009-2021	Independent design practice serving small business clients. Web design, brand identity, digital marketing.
Remote	

Volunteer Experience

Federal Hill House	Pro-Bono Digital Marketing & UI/UX
	Led a charity hackathon to rebrand & improve website, marketing, copy & video for Federal Hill House, serving low-income and immigrant families.
1 Million Home	Pro-Bono Product Design
	Volunteered design and consulting services to develop a field app for social workers at 1 Million Home, a charity focused on reuniting orphaned children with their families.
Blue Hill Heritage Trust	All Season Giver
	Volunteering & donating to Blue Hill Heritage Trust to preserve natural & cultural heritage through conservation & education.