

**SUMMARY:** Senior UX Designer with 7+ years shaping design and product strategy for enterprise software in healthcare and other regulated industries. I build scalable, accessible, and intuitive products for mobile, desktop, and web, specializing in zero-to-one efforts and building robust design systems that drive efficiency for cross-functional teams.

## PROFESSIONAL EXPERIENCE:

GE HEALTHCARE, Philadelphia, PA / Remote

### Senior UX Designer - Global Field Operations Platform

August 2022 – May 2025

- Led the zero-to-one system replacement for **four multi-platform applications**, supporting **8,000+ users** and **\$8B+** in service revenue.
- Built and scaled a **100+ component Figma design system** with **1,000+ variants**, resulting in an **82% mobile adoption rate** and **\$1.5M in annual savings**.
- Improved task completion efficiency by **50%** and reduced average time for critical maintenance tasks from **70 to 35 minutes**.
- Consolidated **nine separate systems into five**, resulting in a **10% reduction in total steps**.
- Managed and collaborated with **two UX designers**, establishing daily design reviews and cross-functional check-ins.

GE HEALTHCARE, Philadelphia, PA / Remote

### UX Designer

August 2021 – July 2022

- Delivered UX enhancements on an existing healthcare platform and delivered dozens of key features, including the **AR platform**, **Feed**, and **Bulk Report**, reducing time to debrief and system downtime.
- Migrated prior generation design tools to Figma, **rebuilt design system in Figma** enabling offline asynchronous collaboration with international design team. Leveraged modern Figma tools including **dev mode and variables**.
- Led **design facilitation** activities in-person with eight stakeholders (Director, two Product Owners, two Architects, and three regional leads) to prepare for the launch of the 2.0 version of the product.
- **Unified two separate design systems** (Domestic, International) into one, reducing design rework and enabling a seamless, unified experience across applications.
- Reworked low-use features by **studying user behavior**, driving adoption, and **identifying opportunities to save on shipping** costs by surfacing cheaper options during part purchasing.
- Conducted user research, averaging three sessions weekly across the United States, Europe, Japan, and Latin America.

Q2Q HEALTH, Providence, RI / Remote

### UX Consultant - Patient-Facing Accessibility

2020 – 2021

- Delivered a **high-fidelity Figma prototype** and complete **React Native prototype** with six core screens, providing \$18,000 in professional services to a startup addressing a healthcare crisis costing \$136 billion annually.
- As a **Co-founder and Project Lead**, I assembled and led a team of four on a 9-month engagement. Including designers, software engineers, and marketers.
- **Led stakeholder workshops and created a product roadmap with 20+ prioritized user stories**, translating the founder's vision into an executable strategy for the MVP.
- Leveraged WCAG to design a simple, accessible experience for low-literacy users, with a focus on preventing adverse drug events, which cause 1.5 million hospitalizations a year.

GENERAL ELECTRIC, New Orleans, LA / Chicago, IL / Philadelphia, PA

**UX DESIGNER – GE Digital Technology Leadership Program**

2018 – 2020

- Led UX for multiple features on the Call Center Technician platform, designing live prototypes using **Sketch & Invision** for a global services tool that supports **800,000+ annual calls**.
- **Drove a 20% reduction in after-call work and a <1% agent error rate** by redesigning a fragmented dashboard to surface mission-critical information instantly.
- Facilitated requirements gathering and **design workshops with a cross-functional team across four countries** (US, India, Hungary, and France).
- Improved feature usability and accelerated launch timelines through Lean UX practices, earning recognition from leadership.

**EDUCATION:**

PENNSYLVANIA STATE UNIVERSITY College of Information Science, State College, PA

**Bachelor of Science (B.S.), Information Sciences and Technology, May 2018**

May 2018