



EXPERIENCE

Sr. User Experience Designer

Neogen Corporation

Sep 2022 - Nov 2024

Lansing, MI (Remote)

- Led end-to-end UX design for a high-volume laboratory platform across 60+ countries, facilitating cross-functional workshops to build alignment and applying systems thinking to complex operational challenges.
- Designed complex multi-step workflows including permissions, compliance reporting, and operational decision-making systems, aligning UX with business and efficiency objectives.
- Designed customer service-driven product inquiry and selection experiences, including shopping-adjacent workflows, issue resolution flows, and decision-support interfaces designed to reduce friction and support customer conversion.
- Conducted user research through customer support calls, interviews, and usability testing — leveraging quantitative and qualitative insights to set design direction and hold work to a high standard of craft.
- Mentored junior designers through design critique and craft direction, championing accessibility standards and contributing to an inclusive, human-centered design culture.
- Partnered with lead engineer to redesign system notification copy across the full product, using AI tools to ensure consistent tone and point of view — translating cryptic error states into plain-language messaging that reduced user confusion at critical workflow moments.
- Built and scaled a design system strategy across multiple products, including governance, reusable components, and cross-team adoption standards.

Sr. User Experience Designer

3M Food Safety Division

Jul 2022 - Sep 2022

Maplewood, MN (Remote)

3M Food Safety Division (FSD) was acquired by Neogen Corporation.

User Experience Designer

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Feb 2022 - Jul 2022

Chicago, IL

- Designed responsive web and mobile experiences for event registration and user engagement, delivering across multiple screen surfaces with a focus on clarity and ease of use.
- Collaborated with product and engineering teams to deliver interactive UX features, applying Material Design principles to maintain consistency and craft standards across the product.
- Delivered production-ready assets through fast-paced Agile cycles, managing handoff and iteration in close collaboration with engineering and accessibility.

EXPERIENCE

User Experience Designer

Wunderman Thompson

May 2021 - Jan 2022

Chicago, IL

- Led the end-to-end design process and production of deliverables for consolidation of six fragmented enterprise portals into a unified platform, navigating complexity and ambiguity across multiple stakeholder teams to deliver a coherent, multi-audience digital experience.
- Designed foundational design system (26+ components, templates, and documentation) enabling scalable adoption across teams.
- Redesigned information architecture and navigation systems to reduce cognitive load across distinctly different user audiences.
- Built consensus across stakeholders and partnered with content strategists, engineers, and visual designers to drive alignment on UX standards across a complex, multi-team enterprise platform.

User Experience Designer II

CSG (Ascendon Platform)

Jul 2019 - May 2021

Chicago, IL

- Designed and optimized consumer-facing shopping cart and mini-cart experiences within a high-volume subscription commerce platform, improving product selection clarity and checkout flow efficiency.
- Owned end-to-end UX design for transactional workflows including subscription management, billing, CRM, and customer lifecycle operations, collaborating cross-functionally with product managers, engineers, and content strategists.
- Delivered 10+ features per sprint in Agile environments, managing asset delivery and production collaboration with engineers while translating business requirements into high-fidelity prototypes.
- Partnered with engineering to ensure design system consistency, implementation accuracy, and performance feasibility across consumer-facing checkout and subscription flows.
- Contributed to a scalable design system supporting reusable components across both consumer-facing interfaces and internal call-center tools, enabling consistent design patterns and faster iteration across growth initiatives.

EDUCATION

University of Wisconsin - Stout

BFA, Industrial Design

Menomonie, WI

General Assembly

UX Design Certificate

Chicago, IL