



Product Designer

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SUMMARY

Product Designer specializing in building 0-to-1 experiences for early-stage startups with experience in cybersecurity and healthcare spaces. With 4+ years of cross-functional collaboration in Agile environments, I combine user-centered design with operational expertise to rapidly validate concepts and build market-ready solutions while thriving in ambiguous environments.

SKILLS

UI/UX Design
User Research & Testing
AI Prototyping
Wireframing
Vibe Coding
Responsive Design
Agile
QA
Project Management

TOOLS

Figma
Adobe XD
Wix
v0
Miro
Jira
ChatGPT
Zendesk

EDUCATION

Designlab
UX/UI Design | 2023-2024
560+ hour certification

The University of Tennessee
B.A. Communication Studies
Cum Laude honors

UX EXPERIENCE

Founding Product Designer (Freelance)

KDM Designs | Remote Jun. 2025 - Present

- Sole designer for early-stage startups, including healthcare SaaS platform and small-business clients.
- End-to-end product design from discovery and validation to high-fidelity rapid prototyping for projects spanning 34+ screens.
- Applies ADA and WCAG accessibility standards and leverages AI-accelerated workflows to deliver early research and ideation.
- Collaborates with founders and engineers to establish product features, visual identity, and usability standards.

Founding UX/UI Designer III

Ukon | Hybrid Nov. 2024 - Apr. 2025

- Sole in-house UX Designer at cybersecurity company, owning design and guiding the development of first digital product.
- Led 0→1 UX design in 4 months for launch at major industry conference, achieving 2.5x signup goal.
- Conducted cross-functional leadership with Product Manager to create company's first roadmap, backlog, and feedback process.
- Managed 2 contract designers and oversaw delivery of high-fidelity prototypes and demo assets for stakeholders.
- Directed company's first Early Access Program (EAP), leading usability testing, user interviews, and feature prioritization workshops with 2 user cohorts.

OTHER EXPERIENCE

Operation Specialist (Freelance)

KDM Designs | Remote Jun. 2021 - Aug. 2024

- Provided QA, SEO, CRM, copywriting, and bug triaging support for early-stage startups and SaaS clients.
- Collaborated with founders, product, and engineering teams to refine issue-tracking processes, streamline cross-team communication, and strengthen overall product delivery.

Team Lead Manager

Hopper | Remote Nov. 2021 - Sept. 2022

- Led a global support team of 13, achieving top 10% performance and highest CSAT score in department of 4.42/5.
- Improved QA and coaching processes, boosting team efficiency and business impact by 15%.

Technical Account Manager

Pana | Remote Nov. 2020 - May 2021

- Managed technical onboarding, integrations, and support at high-growth startup for 90+ clients including SpaceX, Zendesk, Palantir, and Koch Industries, maintaining an NPS of 8/10.
- Led product training, QBRs, and translated client needs into technical requirements for Product and Engineering.

Product Support Specialist

Pana | Remote Nov. 2019 - Nov. 2020

- Led the development of new department for QA, bug triage and backlog management, and product testing.
- Collaborated with Product and Engineering teams to scope and prioritize features and user requests, resolve bugs, and influence the product roadmap using Agile methods.
- Developed troubleshooting methods and processes that increased Product and Engineering productivity by 35%.
- Created support documentation to streamline issue resolution and improve user experience.