
EXPERIENCE

Associate Experience Director

Publicis Sapient, New York / Mar 2021 – Present

ACD leading experience teams delivering Publicis Sapient's digital business transformation practices—including organizational change, strategy, innovation and experience design. Managing teams across our Health, Retail and Financial Service accounts building innovative experiences, supporting experience capability recruitment and mentoring Early Careers program candidates.

VP, Experience Design Lead (Design Innovation team)

JPMorgan Chase, New York / Jun 2019 – Mar 2021

UX lead team developing innovative digital products across the Chase product ecosystem including the launch of the new Ultimate Rewards Benefits mobile experience unifying Chase Travel and Dining experiences with integrated partnerships and travel itineraries.

VP, Experience Design Lead (Practice lead, Digital Payments team)

JPMorgan Chase, New York / May 2018 – Jun 2019

Design practice lead building and facilitating training programs to enable digital payments teams to leverage user-centered design, user research, and a blend of Lean/Agile/XP methodologies. Contributor to the Digital Customer Experience product design playbook. Design lead for a 6 month off-sit product team training embedded with Pivotal Labs (*Acq. by VMware Tanzu*).

VP, Experience Design Lead (Digital Payments team)

JPMorgan Chase, New York / Mar 2017 – Jun 2019

UX lead team driving experience innovation and user research across web/mobile channels for consumer and business banking products. Responsible for integrating the JPMC design systems and experience design strategy across Chase's payments platform (credit card, digital wallet, bill pay, transfers).

Design Team Lead

IBM Watson Health, New York / Nov 2015 – Jan 2017

Design team lead managing a multidisciplinary design team of 12 developing enterprise Watson AI products, including Watson for Clinical Trial Matching and Watson for Oncology. Lead design and experience strategy for oncology and life sciences product R&D. (*Acq. by Francisco Partners*).

EDUCATION

Masters of Arts (Graphic Design)

London College of Communication, London UK
2008–2009

Bachelor of Fine Arts (Graphic Design)

Maine College of Art, Portland, Maine US
2000–2004