

Summary

I am a product and UI/UX designer with 7+ years of experience creating enterprise applications, administrative portals, and communication products and AI orchestration platforms used by thousands of people nationwide. I combine visual craft, systems thinking, empathy, and curiosity to make complex products clear, accessible, and useful.

Experience

CXFabric, LLC cxfabric.io

Head of Design · January 2023–*Present*

- Lead end-to-end product design for CXFabric's AI workflow and orchestration platform, including its administration portal.
- Helped define the product from early requirements and concepts through launch and continued development.
- Created the design system and icon library.
- Established the company's visual identity and produced logos and branding.
- Design complex automation workflows involving AI agents, communication systems, and enterprise operations.
- Partner with engineering, QA, documentation, and leadership to refine workflows and resolve usability challenges.

Avaya, Inc. www.avaya.com

UI/UX Designer · September 2021–April 2022

- Designed enterprise communication and contact-center applications for agents, supervisors, and administrators.
- Translated complex workflows and technical requirements into clear, accessible interfaces.
- Created user flows, wireframes, interactive prototypes, and high-fidelity designs.
- Partnered with the design team, product managers, engineers, and customers throughout the design process.
- Worked with accessibility specialists to improve usability and support accessibility standards.

CTIntegrations, LLC ctsuite.io

UI/UX Designer · August 2018–September 2021

- Designed enterprise communication and contact-center software used by thousands of agents nationwide.
 - Helped bring multiple products from early concepts through development and launch.
 - Conducted on-site research with customers and contact-center agents, using findings to improve workflows and guide new features.
 - Designed an early Flex-style agent workspace and a secure healthcare messaging platform with complex routing, privacy, and HIPAA-related requirements.
 - Collaborated with engineering, leadership, customers, and other stakeholders throughout the product lifecycle.
 - Contributed to QA testing, documentation, branding, marketing materials, and customer presentations.
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Education

Bachelor of Fine Arts · Texas State University, San Marcos · Graduation: Dec 2017