

SUMMARY

AI-Enabled Product Design Lead delivering mobile and SaaS products, AI-powered features, and scalable UX.

Product Design Leader with 8+ years designing enterprise and AI-powered digital products across fintech, healthcare, and data platforms. I lead UX strategy, conversational and AI-driven product experiences, partnering closely with product, engineering, and research to translate complex needs into intuitive, scalable systems.

SELECTED IMPACT

30+

Products designed across AI, financial, healthcare, and retail industries still in use by clients today.

4

Enterprise-wide design systems built and adopted across global product teams and designers.

10+

Employees across North America to mentor and manage to drive new process methodologies.

6

SaaS Products successfully delivered with AI/LLM integrated capabilities and services across industries.

PRODUCT DESIGN FRAMEWORK

01

DISCOVER

- Requirements definition
- Workshop management
- Problem analysis
- Insight documentation
- Research report creation
- Roadmap creation

02

DESIGN

- Wireframe / workflows
- Low-and high-fi prototyping
- Testing and validation
- Design system creation
- AI/LLM feature design
- Documentation

03

DELIVER

- Onboarding assets
- Engineering collaboration
- Rapid product iteration
- MVP to post-MVP roadmap
- Post-launch analysis
- Stakeholder management

RELEVANT EXPERIENCE

Owner & Senior Product Designer, DylanThomasRea Design | 12/2025 - Present

Clients include confidential healthcare AI startup, as well as retail and fintech companies.

- Lead end-to-end product design for consumer healthcare and fintech platforms across web and mobile—from early concept through production delivery.
- Partner with founders, product leaders, and engineers to shape product vision, clarify ambiguous problem spaces, and align teams around scalable experience strategies.
- Conduct user research, usability testing, and rapid prototyping to validate concepts, refine interaction models, and accelerate product decision-making.
- Design and ship cohesive cross-platform systems with strong interaction and visual patterns that improve clarity, usability, and product adoption.

UX Lead & Senior Designer (North America), Adaptive Consulting | 08/2024 - Present

Clients include the country's largest federal financial institution, enhancing a high-profile, confidential legacy application and its ecosystem to traders across the globe to support the financial markets.

Confidential Client: Led design for 15+ financial products, supporting global trading and money movement.

- Defined long-term vision across multiple UX, global workstreams, improving consistency for 2 years.
- Built and governed enterprise design systems and toolkits, reducing design-to-development handoff time by 50% and UI defects by 35%.
- Led end-to-end product design across 15+ web and mobile platforms, improving task efficiency by 25–40% through research, prototyping, and system-level interaction design.
- Managed and mentored a distributed team of 10+ designers, establishing performance goals, supporting career growth, and increasing team velocity by 30%.
- Served as a strategic design partner to Product and Engineering leadership, influencing roadmap decisions and accelerating key initiatives by 15–20%.

RELEVANT EXPERIENCE CONT'D

Senior Product Design Consultant, Slalom Consulting | 11/2021 - 08/2024

Delivered AI-, ML-, and LLM-powered consumer and enterprise experiences for CareSource, Microsoft, Charles Schwab, Dayforce, Salesforce, Rocket Mortgage, and others.

- Led end-to-end product design across 15+ web and mobile platforms, improving task efficiency by 25–40% through research, prototyping, and scalable interaction models.
- Built and contributed to enterprise design systems and UX guidelines, reducing design-to-development handoff time by ~50% and UI defects by 35%.
- Defined UX strategy across multiple workstreams, improving cross-product consistency and alignment by 40%.
- Partnered closely with product and engineering leadership while mentoring designers across distributed teams to accelerate delivery and influence roadmap decisions.

Marketing and Digital Designer, NBBJ Design | 06/2019 - 11/2021

- Conducted usability research, user interviews, and moderated testing across 10+ digital initiatives, identifying friction points and improving task success by ~20%. Synthesized research insights into actionable design improvements that enhanced accessibility, clarity, and reduced usability issues prior to launch.

UX/UI Designer, Chute Gerdeman | 07/2017 - 06/2019

- Led discovery for enterprise and consumer products, conducting interviews and usability testing that reduced post-launch issues by ~20%.
- Partnered with cross-functional stakeholders to integrate research insights into UX and UI decisions, improving usability scores by ~20%.
- Established lightweight research documentation and reporting practices, reducing insight loss and improving reuse across projects by ~15%.

EDUCATION

Master of Science, UX Design
Kent State University 08/2022

Bachelor of Science, Advertising
Kent State University 12/2016

CERTIFICATION

Google AI (7 Course Mastery)
Coursera + Google Issued March 2026

Mastering Claude for Product Management + Design
Udemy Issued March 2026

Vibe Coding with Cursor AI
Coursera Issued March 2026

Design Conversational AI
Udemy Issued Jan 2026

Vibe Coding with Lovable
Coursera Issued March 2026

GenAI Fundamentals for UX/UI
Udemy Issued Aug 2025

SKILLS & EXPERTISE

✔ = Certified

Strategy & Leadership

Product Strategy & Vision
AI Product Design (GenAI, ML, LLM) ✔
Change Management
Team Mentorship & Growth ✔
Product Roadmap Alignment

Research & Discovery

Requirements Definition
Workshop Facilitation
Service Blueprinting & Process Mapping
Personas, Journey Mapping, JTBD
UX Research & Usability Testing
Survey Design & Insight Synthesis
Stakeholder Collaboration

Design & Prototyping

Wireframes / Workflows
LowFi / HiFi Prototypes
Conversational Design
Design System Creation
Data Visualization Design
Typography, Color, Icon, Layout
Journey Mapping
Accessibility & Responsive Design ✔

Design Documentation

Front- and Back-End Support
Accessibility & Compliance

Design Methodologies

Agile, Waterfall, Scrum, Lean / Lean Startup, RAD

TOOLS

Figma / Figjam (Basic / AI Tools), Claude, Gemini, Cursor AI, Notion, Google Suite, Adobe Suite, PowerBI, JIRA and Axure RP, UserTesting.io, Origami, Optimal Workshop, WalkMe