

Senior Leader, UX, Profile

Strategic detail-oriented design leader with extensive experience in shaping digital products and interfaces drive innovation and enhance user engagement.

Areas of Expertise

- Human-Centered Design
- Design Thinking
- UX Strategy & Innovation
- Agile Methodology
- Usability Testing
- Cross-functional Leadership
- Design Systems Management
- Full Life-Cycle Design
- User Research & Insights

Career Experience

Office of Experience, Fresenius Medical Care, Lexington, MA

2019 – 2023

Senior Director of User Experience

Key Accomplishments:

- Spearheaded global implementation of UX Strategy within a multinational corporation.
- Founded and led a community of roughly 400 designers, engineers, product owners, and human-factors professionals
- Granted 9 patents for IP for innovations in User Experience.
- Managed first worldwide repository of product design standards by coordinating input from cross-functional leaders to shape related evolution.
- Recognized as co-awardee of prestigious Stanley Caplan User-Centered Product Design Award for outstanding contributions to user-centric design excellence.

Information Technologies Group, Fresenius Medical Care, Lexington, MA

2015 – 2019

Director of User Experience

Key Accomplishments:

- Build and led the inaugural UX department at a global company, with 20 direct reports.
- Innovated and advanced multiple cutting-edge UX methodologies, encompassing user research, and UX application strategy.
- Cross-functional leadership in a matrixes organization
- Instituted a pioneering worldwide Community of Excellence to unit experienced professionals across the organization.

TriNetX, Cambridge, MA

2014 – 2015

Principal UX Designer.

Key Accomplishments:

- Foundational UX designer for start-up, creating visual design coherence across all product interfaces.
- Produced comprehensive UX resources for startup's development unit.
- Engaged actively in critical user-centered design workshops to craft intricate application workflows.

Fresenius Medical Care, Lexington, MA

2013 – 2014

Manager of Portal Publishing

Key Accomplishments:

- Executed comprehensive portal publishing operations from inception to delivery; optimizing content distribution.
- Attained operational excellence by supervising a cross-functional team comprising CMS Publishers and UI Developers.
- Established grassroots UX Center of Excellence at Fresenius.

UX Center of Excellence at GE Healthcare, Boston MA

2010 – 2013

Senior Design Leader

Key Accomplishments:

- Collaborated with multiple GE Healthcare Programs to participate in diverse UX initiatives.
- Produced prototypes, wireframes, and supplementary design materials.
- Recognized as a thought leader within the GE Design Council and the UX Center of Excellence.
- Guided the UI Modernization team in related efforts to streamline operational workflows.
- Established and chaired the CB Design Council and Design Board structure as founder.
- Served as the lead designer for the CB Professional Excellence Council.

Education & Certifications

Doctor of Philosophy in Systems Science, State University of New York, Binghamton

Bachelor of Science in Nursing, State University of New York, Binghamton

Master of Science in Systems Science, State University of New York, Binghamton

Bachelor of Arts in Applied Cognitive Psychology, State University of New York, Binghamton

Human Factors International: Certified Experience Analyst

MIT CSAIL: Human-Computer Interactions for User Experience Design