



What I love most about my job is the puzzle of it. I enjoy diving into a problem space where there's a real customer need and figuring out how to translate it into a solution that's bespoke to that need while also driving adoption for the business. The creative part, using intuition to figure out how those two things come together, is the part I find most rewarding.

■ EXPERIENCE

Senior Product Designer, Fleetio

KNOXVILLE, TN · NOV 2022 – PRESENT

- Lead designer for Fleetio's in-house maintenance product area, covering work orders, service entries, repair orders, parts and inventory, inspections, and issue management.
- Designed Fleetio's first AI-powered feature, an AI document upload experience for service entries. Established the foundational UX patterns that other teams have since extended to additional record types across the app.
- Own phased release strategies for major net-new features, defining MVP scope, planning subsequent phases, establishing success metrics, and using validation and customer feedback to determine when and how to progress through alpha, beta, and GA.
- Drive design for enterprise commitments tied to high-ARR deals, translating contractual scope into shippable MVPs across parts, service program scheduling, and technician documentation features on both web and mobile.
- Spend 10 to 20% of my time as a design engineer, shipping small UX improvements and customer delights directly to the Fleetio codebase using AI-assisted coding tools.
- Author detailed design specs and acceptance criteria in Jira, partnering with engineering to break epics into feature tickets, run design reviews, and unblock QA.

Product Designer, Text Request

CHATTANOOGA, TN · AUG 2021 – NOV 2022

- Designed the Admin Portal, a new internal web app for customer success and support.
- Designed a new SMS hosting onboarding flow for customers setting up their first phone number after purchase.
- Redesigned the Reports section for faster navigation between account metrics.
- Designed integrations with Mailchimp, QuickBooks, and Angi.

UX/UI Designer, Mohawk Industries

CALHOUN, GA · SEP 2020 – AUG 2021

- Improved the user experience of Mohawk Today, a B2B portal for Mohawk retailers, and completed a full UX/UI redesign of careers.mohawkind.com.

■ EDUCATION

B.A., History — University of Alabama

2009 – 2014