
SUMMARY

UX designer with a strong systems-thinking background and over 10 years of experience in technical support and cloud operations. Currently transitioning from Cloud Engineering into UX design, with a focus on interaction design, usability, and practical problem-solving. Experienced in end-to-end design work, from problem definition and research to prototyping, testing, and iteration. Brings a technical mindset, clear communication, and real-world shipping experience to design teams.

SKILLS

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|-------------|--------------------------|--------------------------------|
| UX Research | Usability Testing | Systems Thinking |
| Wireframing | Information Architecture | Problem Decomposition |
| Prototyping | Figma | Cross-functional Communication |

UX PROJECTS

Text Select .click — UX Designer (2025)

Designed and launched a cross-browser extension (Chrome/Edge/Firefox) improving selection of hyphenated and symbol-separated text.

- Validated a real user pain point and designed streamlined interaction flows
- Built wireframes/prototypes in Figma and iterated using user feedback + metrics

Virgin Voyages Sailor App (Concept) — UX Designer (2025)

Concept case study improving itinerary orientation and reducing cognitive load for cruise guests.

- Researched “what day is it?” confusion (dates/weekday/location) and reviewed competitors
- Redesigned the day-by-day itinerary with clearer temporal cues and built an interactive prototype

PROFESSIONAL EXPERIENCE

Cloud & Support Engineer

Amazon Web Services (AWS), Mindtree (Microsoft) | 2018 – Present

- Solved complex user and system problems through analysis, communication, and collaboration

CERTIFICATIONS

- Google UX Design — Courcera
- Figma: Teams, Stakeholders, and Design Reviews — LinkedIn Learning