

## Basic Information

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### Education:

May 2016 — May 2020  
B.F.A Interaction Design  
School of Visual Arts, New York

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## Work Experience

### Nourish

Senior Product Designer, October 2025 — Present

- Led cross-team collaboration to design a patient-facing AI chat experience, extending patient support beyond scheduled sessions and improving continuity of care through asynchronous AI-powered communication.
- Drove improvements to the Nourish design system by introducing semantic color tokens used across consumer and provider products, accelerating design workflows and increasing system scalability.
- Designed and shipped a full RD-facing licensing management portal — Built end-to-end covering 1.1k+ RDs with expired licenses and ~160 weekly applications.
- Led end-to-end redesign of RD-facing patient list. Replacing freeform tag system with structured filtering, milestone progress tracking, and a slide-in detail sidebar; Achieve 4.6/5 average satisfaction across 30 RDs responses, with 93% rating 4 or higher.
- Reimagined the provider meal planning experience by replacing a PDF-only workflow with an in-app, editable tool, AI based enabling personalized meal plans that adapt to patient preferences in real time, drove adoption from ~17% to 32% of weekly active RDs within the test group during April 2026 rollout.

### Tia Inc.

Senior Product Designer, May 2024 — October 2025

- Sole designer leading end-to-end product design for company-wide initiatives, including booking flows and care coordination tools.
- Designed and shipped scalable appointment booking experiences that increased booking completion and supported accessibility, error handling, and edge case scenarios.
- Led core design for Tia's proprietary EMR system used by providers in gynecology, mental health, primary care, dermatology, and acupuncture—resulting in one of the most integrated women's health EMRs in the industry.
- Automated care plan booking workflows, driving a ~81% increase in appointments (from 4,401 to 42,000+), reducing manual workload across clinical teams.
- Reduced average care plan task turnaround by 79% (from 5.3 days to 1.1 days) by optimizing internal workflows and task management interfaces.
- Reduced monthly tasks triaged to care coordinators by 20% through redesigns that enhanced operational efficiency and allowed better resource focus.

Tia Inc.

Product Designer, Nov 2021 — May 2024

- Improved provider satisfaction by conducting UX audits, usability testing, and iterating on the provider-facing web platform.
- Optimized provider workflows, including a 30% reduction in medical fax triage time, enabling more time for patient care.
- Contributed to projected increase in patient engagement with the member portal (48% to 51%) by improving UX for care plans and communications.
- Designed and launched a unified design system supporting both patient and provider platforms, improving accessibility, consistency, and team velocity across cross-functional pods.

Oak Studios LLC

UI/UX & Product Designer, Oct 2019 – Nov 2021

- Led design system development for Dropmark, a cloud storage app for creatives, including brand identity, motion design, and social features across web and mobile.
- Worked on external client projects (e.g., Creative Mornings, Collaborative Fund, SVA, Babyganics), delivering full-spectrum design services such as web, branding, and motion graphics.

Studio None

Freelance Designer, Aug 2019 – Nov 2021

- Designed and art-directed Dictionary of Design, a digital publication focused on western graphic design terminology.
- Developed UX/UI and brand identity for Bogoo, a dating app for Asian American users, which achieved 1.4K reviews and a 4.7-star App Store rating.

New Tide Imp & Exp Co., Limited

Graphic Designer, Oct – Dec 2018

- Collaborated with the branding team to develop visual identity concepts, posters, and website design assets to support the company's future rebranding initiatives.

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## Awards

2025

A's Design Award,  
Iron in Healthcare Design;  
Design Masterprize,  
Honorable Mention in Website & Digital Design;  
Creative Communication Awards,  
Honorable Mention in Website & Online Media;

2024

Awwwards,  
Honorable Mention;  
Creative Communication Awards,  
Winner – Interaction Design & UI/UX Design;  
Communication Arts,  
Finalist (Interactive Annual, 2023 shortlist);  
UX Design Awards,  
Nomination – Spring 2022;

2020

Paris Design Award (Student Project),  
Winner – Graphic Design & Interactive Design;  
Graphis New Talent Annual (Student project),  
Gold Winner – Interaction Design & Typeface Design (A—Z)

2019

International Design Awards (Student Project),  
Gold Winner – Mobile & Web Application Design;  
School of Visual Arts Undergraduate Scholarship,  
awarded for perfect portfolio score;

2016

Scholastic Art & Writing Awards (Student Project),  
Gold Key Award in Design – Best Design in Connecticut;

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## Leadership & Volunteering

### ADPList

Advanced Product Design Mentor

2023 – Present

- Provide 1:1 mentorship to emerging designers globally, offering guidance on portfolio development, career transitions, and product design best practices.
- Provided more than 2,000 mentorship minutes to people from various backgrounds, including PhD students, CEOs, senior designers, and college students.
- Top 1% mentor from March — April in 2025.

### Project Alpaca

Product Design Mentor

2025 – Present

- Support underrepresented NYC college students in breaking into tech by mentoring on job search strategy, design thinking, and industry preparation as part of this non-profit career program.

### School of Visual Arts (SVA)

Guest Speaker, Senior Portfolio Class

Fall 2021

- Invited to speak on portfolio curation, job application strategies, and negotiating design roles post-graduation. Shared real-world insights with senior BFA design students.
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## Professional Affiliations

International Association of Designers

Elected Member, Membership No A144236

International Society of Typographic Designers (MISTD),

Professional Member (MISTD) since Oct 2024