

SUMMARY

Senior Product Designer specializing in high-stakes decision systems — enterprise tax platforms, AI-assisted workflows, and regulated environments where clarity and trust are critical. Background in Economics; I design financial and compliance-heavy products with strong domain fluency. I translate complex system behavior into experiences users can act on with confidence.

EXPERIENCE

Senior UX Designer | KMPG Canada

Toronto, 2026 – Present

- Designing end-to-end UX for enterprise tax platforms across internal tools and client-facing workflows in complex, data-heavy compliance environments.
- Defined interaction models for multi-step workflows, structuring ambiguous financial data into clear decision paths.
- Established scalable design patterns and documentation, improving consistency and accelerating cross-team delivery.
- Partnered with product managers, engineers, and tax domain experts to define requirements, surface edge cases, and deliver implementation-ready solutions.

Product Designer — Internal Innovation | Intuit

Toronto, 2023 – 2026

- Identified a \$17M/year customer care cost reduction opportunity through rapid validation of AI-assisted account recovery concepts.
- Designed AI-assisted decision workflows for ambiguous income reporting, introducing guided clarification flows, explainability patterns, and controlled automation.
- Defined interaction models for human-AI collaboration — when the system clarifies, recommends, or defers to users.
- Partnered with PMs and engineers to specify automation behavior, edge cases, and failure states.

UX Designer | Nurun

Toronto, May 2022 - Oct 2024

- Led IA redesign for a 3,000+ page enterprise platform, reducing content volume by 25% and improved navigation clarity across 5 distinct audience segments, contributing to a 5% increase in retention.
- Designed scalable workflows and reusable UI patterns for a global enterprise platform, contributing to a 12% increase in returning user engagement.
- Facilitated cross-functional workshops to align stakeholders on product structure and priorities.
- Applied WCAG 2.1 AA standards to deliver accessible and compliant digital experiences.

SKILLS

Product & UX

Complex systems design, information architecture, decision workflows, AI-assisted UX, regulated / compliance-driven design, accessibility (WCAG 2.1 AA)

Methods

User research, concept validation, prototyping, usability testing, stakeholder alignment, workshop facilitation

Tools

Figma, FigJam, Adobe Creative Suite, Jira

AI tools

LLM prototyping, prompt design, AI workflow modeling

EDUCATION

Certification (In Progress)

IAAP CPACC — Accessibility Core Competencies

Sheridan College

Postgraduate, Digital Product Design

University of Calgary

B.A. in Economics