

I help humans work together with other humans and technology in complex systems. I enable organizations and individuals to achieve better outcomes, especially where it's necessary to navigate ambiguity and adapt to changing context. I care deeply about supporting individuals to develop their own capacities, and fostering collaborative ways of working that unlock value.

EXPERIENCE

Pluralsight • VP of Design & Product	2023 - 2026
- Restructured the design org and integrated design ops, design system, and accessibility functions to ensure close collaboration and better adoption of key standards. - Introduced design strategy and architecture as a mechanism to develop holistic experience solutions and improve the fragmented approach to platform design. - Served as a key leader in a strategic re-platform program, driving multiple work streams in rebuilding core experiences to be more unified, efficient, and accessible. - Defined a new organization architecture aligned to product value that could better connect product and technology teams and enable clear domain ownership. - Assumed leadership of the PM function and rebuilt team culture and working norms to ensure strong collaboration and greater focus on value. - Streamlined and refocused the team's process and artifacts to elevate value definition and enable faster discovery and delivery cycles. - Reset the product roadmap to establish clear goals and create strong alignment with our engineering organization. - Served as the face of Product at multiple internal and customer-facing events, presenting the roadmap, and facilitating customer advisory board sessions.	
Travelers Insurance • AVP, Experience Design	2014 - 2023
- Led the UXD team conducting research and designing solutions for Personal Insurance employees, agents, and customers. - Designed and helped deliver a Travelers-first and industry-leading driving telemetry premium discount app. - Led a design team working on shared enterprise solutions while establishing the first design system at Travelers, building from the ground up and growing it to a full product team that drove adoption across multiple business areas and applications. - Served as head of the enterprise experience design chapter with nearly 100 members across five business units. - Directly led a team of strategic designers in Enterprise Customer Experience on journey transformation initiatives using service design and design thinking methods.	
LEGO Systems • Digital Experience Manager	2013 - 2014
Designed digital experiences for LEGO Star Wars campaigns, including web activations, online games, and exclusive content.	
Sports Technologies • Head of Design & UI Dev	2006 - 2013
Startup that created Fannation.com (sold to Sports Illustrated) and built original fantasy sports apps for NFL.com, NBA.com, NASCAR.com, NHL.com, and others.	
MASSIVE • Founder & Creative Director	2004 - 2006
Design studio with clients including LEGO, Hasbro, and Top Flite.	
LEGO Systems • Art Director, Contract	2002 - 2004
Design of packaging, collateral, catalogs, and more.	
Situant • Co-founder	2001 - 2002
Digital agency offering web design and development.	
Design Director • rM27	1999 - 2001
Design agency with clients in the action sports industry.	

LEADERSHIP SKILLS

- Systems and complexity thinking
- Strategic team management
- Ability to lead through ambiguity and adapt to change
- Executive communications and effective storytelling
- Design Ops strategy
- Cross-functional partnership and influence
- Hiring and team building
- Development and coaching
- Experience vision development
- Design craft and quality judgment
- Metrics and outcome focus

DESIGN SKILLS

- Design strategy
- Service design
- Design research
- Lean UX
- Interaction design and prototyping
- Design system management
- Visual design
- Information architecture
- Accessibility
- Developer collaboration and technical fluency

EDUCATION

BFA, Graphic Design
Plymouth State University