



Product Design · Enterprise Workflow Systems

Complex Systems Made Legible · Trusted Automation · Decisions That Hold

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PROFILE SUMMARY

Product design lead for complex enterprise systems where workflows, permissions, roles, exceptions, and operational decisions have to be made clear. My work sits between product strategy and implementation: turning fragmented tools and processes into governed platforms teams can use under pressure. **Ten-plus years** across enterprise software, financial platforms, and healthcare operations, with the last three spent on the surfaces that get hard when automation enters the loop.

At **ServiceNow**, I led design for the **Partner Portal**, consolidating five disconnected products into one workspace organized by role and workflow stage for **1,000+ internal business users**. The work included RBAC, permissions, approval routing, escalation, and **Dynamic Forms**, a low-code conditional form builder whose patterns were adopted across business units, contributing to a **30% reduction** in manual processing.

At **Compass Healthcare Digital**, I designed hospital operations workflows across patient transport, rounding, observation, environmental services, tray tracking, and back office coordination. The work supported operational managers, dispatchers, line staff, registered dietitians, and administrators who needed clear status, ownership, exceptions, and escalation across time-sensitive hospital environments.

Earlier work is where the financial and regulated experience sits: wealth management flows at **Charles Schwab** that lifted premium service adoption **35%** and raised NPS by 15, internal financial tooling for financial services and tax audit teams at **Facebook**, and monetization work at **GoDaddy** that drove a **40% increase** in feature adoption across LATAM markets.

CORE COMPETENCIES

- **Access and Trust Workflows:** RBAC · permissions design · approval routing · exception handling
- **AI Assisted Enterprise Workflows:** human in the loop patterns · supervised automation · trustworthy AI surfaces
- **Design Systems + Component Standards:** component definitions · usage guidelines · reusable interaction patterns

- **Research + Product Validation:** discovery · workflow mapping · usability testing · engineering partnership

PROFESSIONAL EXPERIENCE

Compass Healthcare Digital · Lead AI/Systems Product Designer · Contract · July 2025 to April 2026

- **Designed hospital operations workflows across patient transport**, rounding, observation, environmental services, tray tracking, and back office coordination, turning operational complexity into clear views by role.
- **Dashboards, queues**, status states, ownership, handoffs, and escalation paths served operational managers, dispatchers, line staff, registered dietitians, and administrative users.
- **So that product and engineering could resolve edge cases and role-specific decisions before implementation**, translated complex operating logic into product flows ready for build.
- **Prototyped in Figma Make and Claude Code** to settle workflow logic and review points in something clickable rather than in a document, cutting revision loops.

Independent Product Design Consultant · Product & UX · June 2024 to June 2025

- **Where operational inputs arrived scattered across teams**, built the dashboards and approval flows that let managers act on time-sensitive decisions, making clear what the system proposed, what a person confirmed, and where a decision could be reversed.
- **Converted ambiguous early product ideas into reviewable flows**, so stakeholders could evaluate scope and behavior before engineering investment.

ServiceNow · Lead Product Designer · July 2022 to June 2024

- **Led design of the Partner Portal**, consolidating five disconnected products and systems into one workspace organized around roles and workflow stages rather than product taxonomy.
- **Designed RBAC**, permissions, approval routing, and escalation patterns for **1,000+** internal business users, balancing security compliance with workflows that users without technical training could navigate.
- **Approval and escalation patterns reduced manual processing by 30%**, while reusable interaction patterns became standards across multiple business units.
- **Built Dynamic Forms**, a low-code conditional form builder for non-developer analysts, which became a reusable standard adopted across multiple business units.
- **Mentored junior designers** on interaction patterns and design system usage across the portal.

Enterprise Consulting · Select clients · 2018 to 2022

- **Charles Schwab:** Reimagined wealth management UX flows, lifting premium service adoption **35%** and raising NPS by 15.
- **GoDaddy:** Shaped monetization UX that drove a **40%** increase in feature adoption across LATAM markets.
- **Wells Fargo:** Designed document security and review patterns that strengthened trust in digital banking.
- **Facebook / Meta:** Designed internal financial tools for financial services and tax audit teams across Dublin and Singapore, plus U.S. offices, improving workflow visibility, review paths, and exception handling.

Product Management + Design Consulting · Select clients · 2013 to 2018

- **National Bank of Abu Dhabi:** Designed a mobile banking platform and shared design system components for mobile banking in the MENA region.
- **SMART Technologies:** Designed an iOS and Android application used by **5,000+** enterprise users, maintaining a 4.5+ App Store rating.
- **Government of Alberta:** Redesigned information architecture across ministry service websites to simplify citizen navigation.

EDUCATION

- **B.A. Human-Computer Interaction** · Academy of Art University · San Francisco, CA
- **B.Com. Commerce and Economics** · St. Joseph's College of Commerce · Bangalore, India

TECHNICAL PROFICIENCIES

- **Design and Systems:** Figma · Figma Make · design systems · component libraries · high-fidelity prototypes
- **AI Engineering and Agents:** Claude Code · Codex · Cursor · MCP servers · multi-agent orchestration · subagent delegation · context and prompt engineering
- **AI Quality and Evaluation:** LLM-as-judge with judge validation · eval design · error analysis · failure-mode taxonomies · automated quality gates
- **Shipping in Code:** Next.js · React · TypeScript · Tailwind · Vercel · Playwright verification
- **Enterprise Workflow Systems:** RBAC · approval routing · review paths · exception states · dashboard and queue patterns
- **Product and Engineering Handoff:** Jira · Confluence · product specs · implementation-ready flows · edge-case documentation

CERTIFICATIONS + PROFESSIONAL DEVELOPMENT

- AI Ethics and Product Integration · **DataCamp + Reforge**

- Explainable AI and Usable Security · **DataCamp**
- LLMs · **Codecademy**
- Digital Product Management · **Coursera**

Full list of certifications at [in](#)

INDUSTRY EXPOSURE

Enterprise SaaS · Fintech · Healthcare · Government · Consumer Digital Platforms