

SUMMARY

Senior design leader with 20+ years of experience leading multidisciplinary teams across product design, research, visual design, front end, and technical writing. Most credible in complex SaaS product environments, with a track record of simplifying complexity, strengthening product direction, and building for scalability.

Experienced in building teams where design has meaningful influence on business, product, and technology decisions, while upholding a high bar for craft and staying ahead of how emerging technologies are reshaping design. Brings strength in organizational design, cross-functional collaboration, and helping teams work with greater clarity, ownership, and impact.

EXPERIENCE

DigitalOcean

Head of Product Design and Documentation

August 2022–Present

- Led product design and documentation strategy for a cloud platform serving 600,000+ customers and supporting \$1B+ in ARR
- Directed design across core platform, AI experiences, systems, and documentation, helping unify the end-to-end customer experience
- Managed a team of 15+ direct reports, providing analytical training and mentorship for technical writers and UX designers
- Led design for embedded AI and copilot experiences used by 800,000+ users, with a strong focus on trust, clarity, and usability
- Revitalized the Walrus Design System, reducing handoff friction by 40% and improving consistency across multiple product teams
- Supported launch of foundational platform improvements including IAM/RBAC, organizations, and billing, contributing to a 60% increase in adoption across enterprise accounts
- Built career ladders for UX and documentation functions, improving role clarity and contributing to increased job satisfaction
- Reshaped team rituals, internal communications, and collaborative processes, resulting in increased satisfaction and efficiency
- Led reimaging for DigitalOcean's new inference cloud experience; created the vision, developed a new squad model, and implemented an acceleration program across all disciplines

Savannah College of Art and Design

Professor of Graphic Design, Graduate Program Co-Coordinator

September 2019–May 2022

- Taught graduate-level design courses and mentored emerging designers across thesis development, portfolio building, and career preparation
- Led graduate program operations and curriculum direction as Program Co-Coordinator
- Contributed to a 20%+ increase in graduate enrollment through program development, mentorship, and student support
- Guided 50+ graduate and 500+ undergraduate students through coursework and the transition into industry roles

IBM

Design Principal / Senior Design Manager

May 2014–August 2019

- Led UX strategy and design delivery across talent, AI, health, and fintech products in a large-scale enterprise environment
- Built and led a 20-person design team for Watson Health, supporting machine

EDUCATION

Massachusetts College of Art & Design,
Boston, MA

**Master of Fine Arts
Communication Design**

**Bachelor of Fine Arts
Graphic Design**

SKILLS

- Product Design Leadership
- Design Strategy
- SaaS and Platform UX
- Design Systems
- Team Leadership
- Org Design
- Cross-Functional Collaboration
- Mentorship
- Design Operations
- Product Storytelling
- Accessibility
- AI Product Experience
- Developer Experience
- Content Design & Documentation
- Communication Design
- Workshop Facilitation
- Stakeholder Alignment
- Prototyping
- Software: Figma, Adobe Creative Suite, Virtual Collaboration Tools, Design Systems, AI-Assisted Design Workflows

learning-driven solutions for clinicians and patients

- Led design for Watson Talent products, including Career Coach, ATS, and Watson Candidate Assistant
- Improved user engagement by 30% through redesigned onboarding and experience improvements across the Watson Talent portfolio
- Launched a UX platform for Watson Financial Services in under 90 days, delivering compliance-focused tools adopted by 1,000+ enterprise clients
- Mentored 10+ individual contributors into more senior roles, including Manager and Principal-level progression
- Facilitated Design Thinking sessions for 300+ stakeholders and helped scale IBM Design Thinking practices across business unit

Skeptic

Creative Director

July 2012–May 2014

- Led creative direction across brand, digital, and campaign work for clients including UNESCO, Palace Resorts, and MIT Hypermedia
- Managed designers, project timelines, and client relationships across 20+ multi-channel engagements

OTHER EXPERIENCE

John Howrey Design

Primary

since 2000

- Led design strategy and delivery for more than 100 clients across technology, retail, arts, and cultural organizations
- Combined brand, digital, and product thinking to create user-centered experiences that improved engagement and business results
- Redesigned Joanna Czech's e-commerce experience, helping grow revenue from \$300,000 to \$5M over three years
- Created and scaled The Musical Theatre History Map from a \$50 concept to a business generating \$50,000+, with 25,000+ users globally
- Selected clients: Arm and Hammer, American Repertory Theater, Stoneham Theatre, Second Stage Theater, Modernista!, SapientNitro, Forrester, CVS, RAM, Hummer, Impact Arts, and Summer Stock Austin

Philographica

Senior Designer

- Selected clients: MIT, Vermont Law School, Charles River Association, Middlebury, The Finn School, The Spence School

Selbert Perkins Design

Senior Designer

- Selected clients: Boston Architectural College, Tufts, Salem State University, Patrick Lyons Group, Fenway Health, City of Lowell, Bingham Law