

Summary:

Visionary UX leader with strategic focus on end-user satisfaction, blending technical insight with innovative design to ensure customer satisfaction.

Skills:

Leadership & Strategy

- Strategic Vision
- Team Leadership

UX/UI Expertise

- User Experience Architecture
- Use Case Requirements
- Interaction Prototyping Design
- Information Architecture
- Prototype Creation
- Requirement Writing
- Visual Design Expertise
- Design Systems
- Usability Engineering

Customer Focus

- Client Relations - User Advocate
- Product Demo & Training

Operational Efficiency

- App Development Methods
- Agile Methodologies
- Compliance & QA

Communication

- Content Strategy
- Cross team collaboration

Technical Skills:

- Adobe CC Suite: Ai, XD, Ps, Id, Pr, 
- HTML, CSS, JS, (Basic Knowledge)
- Autodesk: Fusion 360
- VSCode
- Figma,
- mirro
- Windows/Linux/macOS,
- MS Office Suite

Ops

- Microsoft 365 / Teams
- Atlassian: Jira, Trello
- Dell: Pivotal Tracker
- Slack
- Zoom
- WebEx

Education: George Mason University

Degree: Bachelors of Art 2004

Concentration:Graphic & Info Design

Minor: Information Technology

Interests:(other than design)

Running, Biking, Sculpture, Welding, Ceramics (Pottery), Emergent Technology, Hobby Electronics, 3D Printing, Investing.

S.O.C. & Logistics Manager

Sectek Inc.
McLean, VA | Jun. 2025 – Current

- **Security Operations Center (SOC) Manager** Jul. 2026 – Current
Manage daily operations of the Security Operations Center, including monitoring, incident response, and shift coordination across multiple client sites. Lead the development and implementation of remote inspection schedules and standard operating procedures to improve efficiency and compliance. Oversee the setup and activation of new SOC stations and drive the organization's pursuit of ISO 27001 certification through policy development and control implementation. Collaborate with logistics and field operations to ensure effective coordination between physical security and technical monitoring functions.
- **Logistics Manager** Jun. 2025 – Jul. 2026
Manage all logistics operations for a federal site security contractor supporting the FAA and other government clients, as well as commercial and residential locations. Firearm inventory control, distribution, and secure transport, while ensuring full ATF, regulatory compliance. Utilize IBM's MaaS360 to manage cellular lifecycle processes including the dev & deployment of a custom web based multi platform application for field activity & incident reporting. Significantly improved and eliminated long-standing distribution delays by developing supplier relationships and developed inventory bar coding system.

Design Operations Officer

Collectiv Technologies
Remote / Ashburn, VA | Feb. 2020 – Jan. 2024

- **Chief Operations Officer**
Stepped into the operations role to ensure seamless project execution from concept to delivery and to develop and lead collaboration of a global team,(Lagos, India,VA, TN,) optimized resource allocation, and drove innovative product design while reducing costs and meeting strategic business objectives. Also fulfilled needs of the Director of Design role.
- **Director of Design**
Led team to provide clarity and guidance for design, marketing and customer experiences. Extracted corporate goals in a startup to a product roadmap for the categorizing data to bring transparency, integrity, and efficiency to vehicle related service-based industries.

Sr. Contractor: UX, Interface, & Graphics

Strivacity
Reston, VA | Sept. 2019 – Feb. 2020

- **User Experience Interface Design, Branding, Style Guide**
Established a formal branding style guide for this startup. Once formalized; designed their website which included an iconography language of over 100 icons for their market specific use. Worked closely with their Chief Operating Officer, as they created a customer identity solution for brands and providing seamless IAM experiences for their customers.

User Experience Architect & Interface Design Engineer

Ingersoll Rand
Tyler, TX | Nov. 2016 – Sept. 2019

- **B2B Website Design Architect: Nexia Diagnostics, ComfortSite**
Architect usability studies and customer surveys to develop, prototype and workflow new features. Redesigned site information architecture to meet customer goals. Established design process to ensure stakeholders expectations and business needs were met through site evolution.
- **Thermostat Touch Screen & Nexia Mobile Apps (iOS/Android): Homeowner View, Technician View**
Brought an interface feature design process, user experience improvement cycle, and customer success metrics to engineering team. Worked closely with product management and engineering within the SDLC to create pixel-perfect prototypes, requirements, and style guidelines for thermostat interfaces and the Nexia mobile apps. Produced more than 54 features supporting remote control, scheduling, and diagnostics for Wi-Fi connected home automation systems.

UX / UI, Graphic Designer

Dell Inc. (Quest Software)
Reston, VA / Parmer, TX | Jun. 2010 – Jun. 2016

- **vWorkspace: end user virtual desktop portal software**
Designed and launched five cross-platform apps for touch interface platforms of iOS and Android, then propagated the designs to Mac, Linux, HTML and embedded systems. Skills needed as I adapted the previous Windows UI to these new platforms I did QA, ideation, design, information architecture, wire-frame, documentation, branding, and user-testing.

Graphic Designer

Nokia (NAVTEQ)
Washington, D.C. | Apr. 2007– Dec. 2008

- **CVB & special events map designer**
Customized GIS map data for use on both print and digital use. Solved complex large data management problems. Honed my illustration skills while I worked on projects for the 2008 Super Bowl, Republican National Convention, Washington, D.C. “Destination DC Map.”

Founder / Consultant

Constant Studios
Vienna, VA | Jan. 2006 – Current

- **User Experience Architect Consultant & Senior Product Designer**
As the founder of Constant Studios, I harness over two decades of experience in end-user services and product design to spearhead digital transformation projects, blending strategic vision with technical expertise to deliver user-centric solutions that exceed expectations. My consultative approach aligns end-user strategies with business goals, enhancing efficiency, satisfaction, and compliance.