

EXPERIENCE

IBM · UX/UI Designer · New York, NY · Jan 2022 – Present

UX Design Lead: Leading the AI-powered redesign of IBM's technical support platform, designing key features like Support Coach (AI chatbot), an automated scheduling system, & AI-driven case summarization, to streamline agent workflows—supporting 2.92 million case closures in 2024, including 98,000+ automated resolutions, with automation volume on track to grow over 10% in 2025 (27,798+ as of Q1).

Service Design: Facilitated discovery workshops with IBM executives to streamline the Technology Expert Lab's processes through the integration of Sirion and Certinia PSA platforms. My contributions were pivotal in enhancing contracting and project management workflows, supporting advancements in Hybrid Cloud and AI technologies, and directly leading to increased operational efficiency and revenue.

Moody's Analytics · UX Design Intern · France (Remote) · Apr 2021 – Aug 2021

Led redesign of the comparison tools feature on Banking Cloud platform by conducting user research and designing new interactions based on research insights. Responsible for the accessibility and usability evaluations of Credit Risk software, enhancing features for future releases.

Asilimia · Product Management Intern · Paris, France · Jun 2020 – Sept 2020

Spearheaded the design and development of new B2B and C2B web dashboards for small business owners in Africa, and enhanced digital marketing assets & website design for the Asilimia mobile app.

Rutgers Human-Computer Interaction Lab · Student Researcher · New Brunswick, NJ · Sept 2018 – Sept 2019

Co-published paper in International Journal of Medical Informatics (Volume 141) with Dr. Sunyoung Kim about taking a user-centered design approach to improve health communication with cancer patients. Designed a user-friendly, offline patient record system for VillageMED, a non-profit health organization in Haiti.

Princeton University · Junior Visual Designer · Princeton, NJ · Sept 2018 – Sept 2019

Established the first design system for the School of Engineering and Applied Sciences, focusing on enhancing accessibility and ensuring brand consistency across digital platforms.

Rutgers University · UI Developer · New Brunswick, NJ · Jan 2017 – May 2018

Redesigned the online learning department's websites, significantly enhancing the user experience for over 75,000 daily students and faculty.

EDUCATION

Dual M.Sc. in Computer Science: Human-Computer Interaction · Minor in Innovation & Entrepreneurship

Paris-Saclay University · Paris, France | **Polytechnic University of Madrid** · Madrid, Spain · Sept 2019 – July 2021

Graduated with High Honors; GPA: 14.88/20 (France), 9.13/10 (Spain)

Recipient of the EIT Digital Master School's highest scholarship award

B.A. in Information Technology & Informatics · Minors in Computer Science & Music

Rutgers, The State University of New Jersey · New Brunswick, NJ · Sept 2014 – Aug 2018

GPA: 3.1/4.0; Dean's List for 6 semesters

SKILLS

UX/UI Design, Wireframing, Prototyping, User Flows, User Experience Design, Product Design, Interaction Design, Visual Design, Branding, Service Design, User Interviews, Usability Testing, Design Thinking, Accessibility, Heuristic Evaluation, Competitive Analysis, Personas, Affinity Mapping, Storytelling, Information Architecture

Figma, Sketch, Adobe XD, InVision, Adobe Illustrator, Adobe Photoshop, Adobe After Effects, Principle, Balsamiq, HTML/CSS, Java, Javascript, SQL

English (Native), French (Conversational), Tagalog (Conversational), Spanish (Basic)

ACHIEVEMENTS

Top 10% Mentor for Entry-Level Designers · ADPList · 2024

1,000 Mentorship Minutes Certification · ADPList · 2024

Recipient of Highest Scholarship Award · EIT Digital Master School · Sept 2019 – July 2021

3rd Place Winner · DeepHack Hackathon · 2021

Vice President · Rutgers Women in Computer Science · 2016 – 2017

Lead Organizer · HackHERS Hackathon · 2016 – 2017

INTERESTS

Avid world traveler and culture enthusiast with a passion for live music, food, street dance, and visual arts, continuously exploring creative and diverse perspectives

