

PRODUCT DESIGN EXECUTIVE

Building high-performing product organizations for AI, security, productivity, and consumer platforms.

EXECUTIVE PROFILE

Product design executive with 25+ years leading enterprise and consumer platform transformation across security, AI, productivity, and global SaaS. Builds manager-of-managers organizations spanning product design, research, content design, design operations, systems, and UX engineering; creates high-quality, cohesive experiences for complex technical and administrative workflows. Trusted partner to Microsoft CVP-level leaders on product strategy, organizational design, and high-stakes platform change. Brings hands-on design direction to mission-critical product work.

CORE EXPERTISE

Product Strategy • Product Design Leadership • Manager-of-Managers Leadership • Platform Transformation • Enterprise AI • Consumer & Commercial Platforms • Enterprise Security & Governance • AI-Native Product Development • Design Systems • UX Engineering • Research & Content Design • Organizational Scaling

PROFESSIONAL EXPERIENCE

Microsoft Security | Microsoft Purview, Austin, TX (Remote)

Partner Product Design Director

June 2020 – Present

Led executive UX strategy for Microsoft's data security, governance, and compliance business through its evolution from Microsoft 365 Compliance to Microsoft Purview—partnering directly with CVP-level Product and Engineering leaders to shape platform strategy, investment direction, and organizational execution.

- Led and scaled a manager-of-managers UX organization from 5 to approximately 50 professionals across product design, UX research, content design, design operations, UX engineering, and design systems; developed senior leaders and built the capacity required for rapid platform expansion.
- Owned organization design, headcount and resource planning, recruiting, talent development, and design-tooling administration, creating a high-performing operating model for a rapidly expanding organization.
- Led Purview UX's multi-year AI transformation, investing in UX engineering, creative technologists, and designers working directly with AI tools and code; established workflows with Microsoft's internal Agency CLI, custom agents and plugins, Figma, GitHub Copilot, and VS Code to prototype faster and reduce handoffs.
- Led the UX convergence of Microsoft 365 Compliance and Azure Purview into Microsoft Purview, establishing a unified experience across Microsoft's data security portfolio; following initial general availability, NPS increased from 22 to 43.5 and customer dissatisfaction fell by nearly 19 percentage points.
- Directed UX for Microsoft's Privacy Management investment, helping evolve an emerging solution within Microsoft 365 Compliance into the standalone Microsoft Privacy product family.
- Founded the 12-person Security Fluent Extension team, establishing shared design-system assets, coded components, interaction patterns, and standards across Defender, Purview, Intune, Entra, and Security Copilot.
- Directed UX for the Microsoft Security Dashboard for AI, aligning multiple product teams to deliver a flagship, responsible-AI experience supporting the launch of Microsoft Agent 365, Microsoft's control plane for AI agents.
- Defined UX strategy across data security, governance, compliance, AI governance, information protection, and policy management; drove cross-product work that simplified complex workflows, unified customer journeys, and raised product quality and consistency across Microsoft Security.

Microsoft Outlook, Redmond, WA

Principal Product Design Manager

March 2010 – May 2020

Led Product Design across Microsoft's Outlook portfolio, spanning consumer and commercial email, calendar, contacts, and collaboration experiences across web, desktop, tablet, and mobile for hundreds of millions of users worldwide.

- Built the Outlook UX organization from 3 to approximately 40 professionals.
- Led geographically distributed product design teams supporting global consumer and commercial experiences used by more than 250 million monthly active users.
- Directed the convergence of Outlook.com and Outlook Web App into a unified Outlook experience, enabling the migration of nearly one billion legitimate mailboxes representing approximately 679 million unique user accounts while minimizing customer attrition.
- Co-led the creation of Outlook Groups from concept through launch, reaching 3 million MAU in its first year and becoming the foundational collaboration service powering Microsoft Teams.
- Defined UX strategy across communication, collaboration, calendar, contacts, and productivity experiences spanning desktop, web, tablet, and mobile.
- Recruited and developed high-performing design teams while fostering close partnership across Engineering, Product Management, and Research.

Microsoft Vendor I MAQ Software, Redmond, WA

Senior User Experience Lead / Project Manager

December 2002 – February 2010

Led UX consulting engagements for Microsoft spanning enterprise web experiences, SharePoint, digital applications, and interactive training, establishing one of MAQ Software's most successful long-term Microsoft partnerships.

- Led the design and delivery of Microsoft websites, SharePoint portals, web applications, interactive training experiences, and digital communications.
- Built and led a six-person UX team while establishing company UI standards and design best practices.
- Managed multidisciplinary projects from planning through design, engineering, localization, deployment, and lifecycle support.
- Conducted UX reviews across Microsoft engagements, improving design quality and consistency.
- Helped expand MAQ Software's Microsoft business through trusted client relationships and repeat engagements.

EARLIER EXPERIENCE

User Experience Designer — CornerDrugstore.com / SymRx, Inc.

UX Design Intern — The Boeing Company

PATENTS & INVENTION

Named inventor on four issued U.S. patents and 11 additional patent applications related to Outlook communication, collaboration, and productivity experiences. Full patent portfolio available on LinkedIn.

EDUCATION

BFA, Washington State University, Pullman, WA — Major: Digital Media, Minor: Photography