

SUMMARY

UX Designer with 2+ years shaping SaaS and fintech experiences, most recently owning end-to-end feature design at Stax Payments. M.S. in Human-Computer Interaction from DePaul University. Strengths span user research, design systems, and AI-assisted prototyping (Claude Design, Figma Make). I turn messy flows into intuitive products that move the metrics that matter.

EXPERIENCE

UX Designer · Stax Payments

Apr 2025 — Present · Remote

- Consolidated a confusing 3-page invoice creation flow into a single page, informed by competitive analysis and Pendo usage data and validated through usability testing. Added a live invoice preview and aligned the flow to the design system; in development with positive early feedback.
- Partnered with product managers and engineers from kickoff through handoff to redesign core payment and merchant flows, aligning scope and technical constraints early; reduced drop-off and improved task completion in usability tests.
- Contributed components and patterns to the Stax design system, accelerating feature delivery and improving visual consistency across products.
- Designed Tap to Pay flows for merchants managing transactions on the go; validated decisions with Pendo analytics and user interviews.
- Accelerated discovery with AI-assisted prototyping (Claude Design, Figma Make) and AI-driven synthesis of interview transcripts and support tickets.

Client Support & UX Designer · Stax Payments (formerly CardX)

Apr 2022 — Apr 2025 · Chicago, IL

- Re-architected the recurring billing user flow with engineering — eliminated customer support contacts about declined billing plans, which had previously been a recurring ticket driver.
- Partnered with the UX team and CX Manager on Figma mockups to focus on product improvements grounded in client feedback.
- Onboarded merchants onto the Stax SaaS platform and acted as the voice of the customer in design reviews, translating support trends into UX priorities.

UX Design Intern · Aware.ai

Jun 2023 — Sep 2023 · Remote

- Partnered with two designers and the CEO to redesign a flagship mobile feature, improving prototype usability and flows.
- Designed four generative-AI-powered survey experiences and synthesized qualitative research into actionable product insights.

UX Designer · Freelance

Sep 2022 — Feb 2023 · Chicago, IL

- Audited client websites for usability and accessibility; delivered data-driven recommendations grounded in Google Analytics and usability testing.

Virtual Lab Manager & UX Support · HappiLabs

Aug 2019 — Apr 2022 · Chicago, IL

- Improved internal SaaS product efficiency by 30% by introducing clearer signifiers and affordances; led weekly usability sessions with end users.

EDUCATION

M.S. Human-Computer Interaction

DePaul University

2026

B.S. Integrative Biology

University of Illinois Urbana-Champaign · Graduated with Distinction

2016

SKILLS

Design	Figma · Prototyping · Wireframing · Design Systems · Responsive & Mobile Design · Accessibility
Research	User Interviews · Usability Testing · Journey Mapping · Surveys · Personas · Heuristic Evaluation
AI in Design	AI-assisted Prototyping (Claude Design, Figma Make) · AI-driven Research Synthesis · Design Ideation & Variants
Analytics & Collaboration	Pendo · Jira · Slack · Cross-functional partnership with PM, Eng, CX
Languages	English (Native) · Hebrew (Fluent, spoken)