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Summary

Throughout my career, I've led design for some of the world's most recognized brands. I currently lead design for Microsoft Teams Free and Teams for SMB, overseeing global teams focused on high-quality, user-centric, and AI-driven experiences. Previously, I led design for Skype, GroupMe, and the Teams mobile apps. The latter reached over 100 million daily users, topped app store charts, and became Microsoft's highest-rated mobile product. Outside of work, I co-founded a charity and help run several non-profits.

Experience



Microsoft

Principal Design Director (Microsoft)

2023 – Present | Redmond, WA

As Director of Design at Microsoft, I lead the international design teams for Microsoft Teams Free and Microsoft Teams for SMB, shaping experiences across all platforms for non-profits, community groups, prosumers, and small businesses. This includes overseeing the design of AI-powered experiences and agents that help users accomplish tasks more efficiently, stay connected, and discover value faster. Previously, I led design for Microsoft's two consumer communication apps, Skype and GroupMe, guiding both products through pivotal transitions. I also spent five years leading mobile design for Teams, during which it became Microsoft's highest-rated app. Additionally, I led the design team for the public launch of Copilot in Teams (Microsoft's AI assistant). I'm a member of the Design Leadership Team, reporting to the Corporate Vice President of Design.

Principal Design Manager (Microsoft)

2019 – 2022 | Redmond, WA

I lead mobile design for Microsoft Teams, managing an international team responsible for the core experiences across iOS and Android. I oversee every aspect of the work, from early conception to final design, and collaborate closely with PMs and engineers to execute and ship a high-quality app. I also help shape the broader roadmap for Teams across mobile, desktop, and other platforms, working with senior leadership to advance a vision that continuously improves the mobile experience. The Teams app has reached number one in app stores globally and is used by over 100 million people every day. In addition to my work on Teams, I contribute to cross-company efforts to define Microsoft's mobile design language. My work has been recognized with multiple patents from the United States Patent and Trademark Office.

Senior Design Manager (Microsoft)

2017 – 2019 | Redmond, WA

I began working on Microsoft Teams in late 2016, around six months before it launched publicly, and soon became the mobile design lead. It was also when I took on my first team as a manager.

Senior Designer (Microsoft)

2014 – 2017 | London, UK

I began my time at Microsoft designing for Skype in London, working across both mobile and desktop platforms to improve core experiences and help build a framework for its notification ecosystem. I later led Interaction Design for Skype for Business on iOS, and in 2016, I relocated to the United States to work more closely with the broader team.



Lead UX Designer (Metro)

2013 – 2014 | London, UK

I was responsible for keeping the user at the center of all digital consumer products for the UK's most-read free newspaper and one of its most visited news sites. My role emphasized mobile-first, responsive design and a shareable approach to content. I led the UX/UI design for Metro's native apps, including serving as the principal designer for its Android app, Metro10. I worked closely with teams across the business to ensure user experience guided every stage of product development, from initial concept through to post-launch.

Aol.

Senior UX Designer (AOL)

2010 – 2013 | London, UK

I helped lead UX and UI design for branded experiences and major product redesigns, including HuffPost. I created AOL's first iPad app and led the full redesign of one of the UK's most popular parenting sites, overseeing everything from concept wireframes and user journeys to final designs and implementation. Post-launch, I used data to iterate and improve the experience. I also worked on responsive video templates used across AOL properties and designed the fully responsive grid and structure for the main AOL UK website. Alongside my design work, I served as a Cultural Ambassador, supporting recruitment efforts and helping to champion the company's values.



Senior Web & Flash Designer (Dennis Publishing)

2007 – 2010 | London, UK

I worked on the websites for several of their flagship magazines, including Maxim, Men's Fitness, PC Pro, and Auto Express. My work included designing and developing microsites, custom channels, HTML newsletters, and Flash promos and banners. I also created full-page Flash animations for their digital magazines, designing campaigns for brands such as 20th Century Fox, Sony, Nintendo, Coca-Cola, Disney, and Ford, among many other global clients.



Web Producer (AKQA)

2006 – 2007 | London, UK

I was part of a small team within this digital design agency that maintained the Microsoft Xbox European sites. I created graphics, edited Flash, and designed layouts for various sections. I was also the Lead Producer for the Nike Plus website, which promoted the collaboration between the famous sports brand and Apple's iTunes.

Freelance Web Designer

2001 – 2006 | London, UK

I have designed, built and maintained many e-commerce and editorial websites for various clients, from corporate groups to West End musicals. My work has contributed to my clients increasing their revenue and securing significant contracts through their online presence.

Education

LIPA (Liverpool Institute for Performing Arts)

2000 – 2003 | Liverpool, UK

BA Honours Degree (2.1) – Performing Arts – Acting Route