



Leader, mentor, and creator. Passionate UX/UI leader with proven success employing a forward lean, collaborative approach, utilizing a business focus when facing exciting and challenging opportunities. Uses tech-driven design to delight users while simultaneously achieving business objectives.

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**Relevant Skills**

- Leadership
- Analytical Skills
- User Research
- Field Observation
- Wireframing
- Rapid Prototyping
- Understanding of HTML, CSS, Javascript, XAML, C# limitations
- Visual Storytelling
- Copywriting

**Relevant Software**

- Figma
- Zeplin
- Sketch
- Axure
- Invision
- Adobe Creative Suite

**Additional Skills,**

**Tools & Experience**

- Extensive color theory education
- Character Design
- Mural Painting
- Social Media Marketing

**Associations and**

**Conferences**

- Adobe Max 2020
- SXSW 2019
- UXPA International 2019
- Enterprise UX 2018
- Big Design 2018+2019
- Dallas Society of Visual Communications
- AIGA DFW

**Experience**

**UX Designer III, Intuit (Pro Tax Group), Plano, TX** Sep 2025 - Present

- Led design of AI Agents for tax advisors (Projection Agent, Planning Agent, Client Collaboration Agent) - early results show task completion time cuts around 50%
- Led future-state research studies, establishing a north star for Intuit Tax Advisor product
- Identified opportunities for cross-functional collaboration across multiple products within the Intuit Pro Tax Group ecosystem to better surface advisory opportunities and increase adoption of the Intuit Tax Advisor product
- Created high fidelity prototypes and tested with customers, validating designs for multi-scenario planning, the most desired feature missing from ITA

**UX Design Lead, Stealth Startup (Fintech), Dallas, TX** Jun 2025 - Sept 2025

- E2E B2B Experience discovery, workflow mapping, wireframing, user testing, branding, design library creation, E2E Figma prototype
- Designed B2B accounting enterprise AI Agents to assist orgs scaling from midsize-large (Due to the stealth nature, I can't share details about the product - but I'm happy to speak about my role, responsibilities, and approach.)

**UX Design Lead, Runyon (Fortune 100 Life Insurance Co.) Dallas, TX** Mar 2025 - Jun 2025

- E2E Consumer Experience discovery, research, workflow mapping, wireframing, Figma design library creation, E2E prototype - 10 week contract
- Heavy focus on reducing policy Lapse, reducing employee effort/time, increasing customer retention
- Redesigned Life Insurance customer experience (Onboarding, Dashboard, Policy Management, Beneficiary Management, Profile Settings, etc.)
- Created and tested High Fidelity Prototypes with customers, validating designs aiming to decrease life insurance policy lapse by driving customer behavior
- Targeted increased customer retention by providing additional value via Life Insurance resources for loved ones etc.
- Redesigned Agent and Employee Dashboards for optimized workflow, incorporating smart suggestions for higher customer conversion / better customer service

**UX Design Lead, Masergy (Comcast Business), Plano, TX** Feb 2023 - Nov 2024

- Established first-ever design-led product practices and processes at Masergy, shifting roadmap prioritization practices to focus on data-driven and research-driven projects
- Forged a relationship between the Comcast Business product team + Masergy product team and facilitated the combination of both roadmaps/development efforts
- Worked as part of the SLT to develop and execute convergence strategy, finally bringing Masergy products to Comcast Business customers
- Identified data gaps and worked with development to ensure usage analytics are captured throughout the product
- Led design of customer self-serve report scheduling tool for 15 different types of reports, cutting manual employee time spent on this task from a combined 400 hrs/week to 20 hrs/week

**UX Design Team Lead, Real Geeks, Dallas, TX**

Dec 2021 - Feb 2023

- Led team of product, development, and marketing to champion the creation of a new product for Fidelity National Financial (RG parent company) generating additional value to Real Geeks as well as 3 other FNF companies
- Created and led an mentorship and professional development program for driven, self-starting Real Geeks employees looking to grow their Design + Product skills
- Streamlined communication between Product+Design teams at Real Geeks and CINC to benefit from knowledge sharing, shared research, and solution sharing
- Responsible for 3 direct reports

**Senior UX Designer, TaxAct, Dallas, TX**

May 2021 - Dec 2021

- Responsible for UX/UI design, UX research, workflow design and operational support for a new B2C product offering
- Identified TaxAct employee pain points and mapped out past and future workflows
- Championed a scalable solution addressing both training and operational needs as new product grows from 10 employees converting 100 units -> 100 employees converting 10,000 units
- Completed a competitor analysis leading to additions to product roadmap for TaxAct
- Creator and leader of an internal mentorship and professional development program for the TaxAct design team

**Senior Interaction Designer, Capital One, Plano, TX**

2019-2021

- Responsible for UX/UI design, research experience, wireframing and prototyping for B2B and B2C projects
- Digitized manual processes by designing and implementing an e-sign process for customers, which reduced agent and consumer effort, human error, turn-around time per loan (up to 30%), and losses (\$6m+ saved between June 2020 and Dec 2020)
- Led user research and design employing a forward lean, implementing pattern-based processes for complex needs of customer service agents and operation teams in VOLT (a standardized and streamlined loan processing program that will replace the existing 20+ year old monolith program, early results showing a productivity boost of 40%)
- Led launch of Capital One Auto Refinance's first outbound research initiative and completed monthly consumer studies, resulting in important changes to the product roadmap and the creation of a robust idea catalog

**UX Designer, Heritage Auctions, Dallas, TX**

2018- 2019

- Drove user research and design work on specialized tools for 13+ teams and oversaw adoption of new application
- Automated processes making the user experience more efficient and delightful, resulting in a 30% speed increase in task completion across operations and customer service teams
- Influenced a switch to test-driven development processes, resulting in faster turn-around time and a significantly reduced error rate

**Education**

Bloc, Inc. UX/UI Design Program

August 2017

Academy of Art University, San Francisco, CA  
B.F.A. Digital Illustration

August 2016