

Amanda Ramirez

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Human-centered and Client-focused UX Designer with a recently completed Google UX Design Professional Certificate and 7+ years of experience leading and delivering complex, multi-phase projects for government and enterprise clients. Passionate about crafting intuitive, user-centered digital experiences by leveraging a strategic mindset, foundational user research techniques, and hands-on proficiency in accessibility (WCAG/508). Adept at synthesizing complex requirements into clear, intuitive designs that meet mission needs. Eager to apply proven in Agile environments, collaborating with cross-functional teams, and communicating effectively with both technical and non-technical stakeholders.

Experience:

Associate Client Manager | World Wide Technology (WWT) | Remote (HQ St. Louis, MO) | 2021 – Present

Previous Roles: Inside Sales Representative, Sales Support

- Led a multi-phase cyber vault project for a high-priority client, collaborating with cross-functional teams to translate complex client requirements into actionable solutions.
- Coordinated onboarding of 20+ vendors to optimize resource access, improving solution delivery and supporting team objectives.
- Contributed to closing multi-million-dollar contracts, communicating product vision and tailored solutions to technical and non-technical stakeholders.
- Managed critical vendor partnerships and a high-priority client portfolio, prioritizing user and client needs to achieve business objectives.
- Developed and delivered Business Value Reviews (BVRs) and proposals, collaborating with internal teams to clearly articulate complex solutions and data-driven recommendations.

Strategic Account Manager | Tech Data | Clearwater, FL | 2017 – 2021

- Managed a diverse portfolio of SLED, Federal, and Commercial clients, ranging from SMBs to Fortune 100 companies.
- Collaborated with internal teams and clients to design tailored security solutions addressing complex business challenges.
- Built strong client relationships through engagement, networking, and consultative solution delivery.
- Developed and delivered regular Business Reviews, leveraging performance data to inform strategic decisions and identify growth opportunities.
- Engaged in solution design and proposal development, aligning technical capabilities with client needs.
- Coordinated with cross-functional teams to ensure successful implementation and adoption of security solutions.
- Supported revenue growth by identifying upsell opportunities and fostering long-term client satisfaction.
- Maintained accurate account documentation and communicated insights across teams to improve service and solution effectiveness.

Education:

Google UX Design Professional Certificate | 2025

- Developed comprehensive proficiency in User Research, Wireframing, Prototyping, Usability Testing, Information Architecture, Interaction Design, and Visual Design.
- Gained hands-on experience developing high-fidelity designs and user flows using industry-standard tools, applying design thinking methodologies.

Associate of Science (AS) in Emergency Medical Services (EMS)

- PHSC | Dade City, FL
- Graduated: 2012

Cisco Certifications:

- Introduction to IoT (Internet of Things)
- Introduction to Cybersecurity
- Computer Hardware Basics

Skills:

- **UX/UI Design:** Human-Centered User Experience (UX) Design, User Interface (UI) Design, User Research, Accessibility & Inclusive Design (WCAG compliance), Wireframing, Prototyping, Usability Testing, Journey Mapping, Information Architecture, Interaction Design, Visual Design, Responsive/Multi-Platform Design
- **Business & Technical Tools:** Figma, Moqups, Adobe XD, After Effects & Creative, Miro, Wix, Salesforce, Sketch, multiple AI platforms, Axe / WAVE / Lighthouse, Multiple collaboration platforms, Google & Microsoft Office Suite Platforms
- **Core Professional Skills:** Empathy, User-Centered Problem Definition & Solving, Design Thinking, Cross-functional Collaboration, Strategic Thinking, Critical Thinking, Information Synthesis, Client Needs Prioritization, Adaptability, Goal-Oriented, Self-Driven, Strong Communication, Presentation Skills, Agile & SCRUM Methodologies, Project Management, Product Strategy, Solution Design, Data Analysis.

Volunteer Experience:

Firefighter | Hernando, FL | 2012 – 2016

- Demonstrated dedication, teamwork, and the ability to perform under pressure in high-stakes environments, responding to emergency situations.

Food Delivery/Feeding Needy | First Love Church

- Provided compassionate support and assistance to underserved communities through coordinated food delivery efforts.

Webpage Design & Development

- Contributed to website updates for a friend's HVAC business, focusing on improved navigation and content organization to enhance user findability.
- Collaborated on building a foundational webpage for a friend's private death doula business, establishing initial user flows and optimized content presentation based on client needs (See portfolio projects).
- Assisted with ongoing website developments for First Love Church, actively applying principles of user accessibility and clear information display.