

Amanda Ramirez

🏠 Citrus Springs, FL 34434 | 📞 (727) 294-2225 | ✉ arramirez814@gmail.com | [🌐 LinkedIn](#) | [📁 Portfolio](#)

Client-focused UX Designer with a recently completed Google UX Design Professional Certificate and 7+ years of experience leading complex projects and managing high-value client relationships. Passionate about crafting intuitive, user-centered digital experiences by leveraging a strategic mindset, foundational user research techniques, and hands-on proficiency in Figma, Moqups, and Mural. Eager to apply proven skills in problem-solving, cross-functional collaboration, and communication to create impactful solutions from conception to implementation, contributing to data-informed product development.

Experience:

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

- *Previous Roles: Inside Sales Representative, Sales Support*
- Selected for WWT's Next Generation Leaders program, recognizing high performance and leadership in complex project environments.
- Led a major multi-phase, multi-year **cyber vault project** for a high-priority client, strategically overseeing the entire process from **conception to implementation** based on deep understanding of complex client requirements.
- **Optimized resource access** by successfully **onboarding approximately 20 new vendors** to address specific client needs, directly improving solution delivery capabilities.
- Drove revenue growth by contributing to the closing of **several multi-million dollar contracts**, effectively conveying **product vision** and tailored solutions to both technical and non-technical stakeholders.
- Maintained numerous critical vendor partnerships and managed a high-priority client portfolio, consistently demonstrating a consultant mindset focused on prioritizing client and user needs to achieve business objectives.
- Developed and delivered comprehensive **Business Value Reviews (BVRs)** and opportunity proposals, articulating complex solutions clearly and supporting data-driven decision-making for clients.

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

- Managed a large, diverse client base of **over 400 Small to Medium Business (SMB) accounts**, consistently addressing varied client requirements to maintain high satisfaction rates.
- Collaborated directly with clients to build tailored security proposals, showcasing an ability to **understand complex business challenges** and **design effective solutions** that met specific operational needs.
- Engaged in extensive networking to foster new business opportunities and strengthen existing relationships, resulting in sustained account growth.
- Created and delivered regular Business Reviews, systematically analyzing client performance data to identify strategic growth opportunities and inform future sales strategies.

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 & Tools:** User Experience (UX) Design, User Interface (UI) Design, User Research, Wireframing, Prototyping, Usability Testing, Information Architecture, Interaction Design, Visual Design, Figma, Moqups, Mural, Wix, Adobe Creative Suite.
- **Business & Technical:** Project Management, Product Strategy, Solution Design, Data Analysis, Salesforce, Supabase, Tally, Microsoft Office Suite
- **Core UX & Professional Skills:** Empathy, Problem Definition, Design Thinking, Cross-functional Collaboration, Strategic Thinking, Critical Thinking, Information Synthesis, Client Needs Prioritization, Adaptability, Goal-Oriented, Self-Driven, Strong Communication, Presentation Skills, Agile Methodologies.

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.
- Designed the structural framework and user interface concepts for a local woodworking business website, aiming to optimize user engagement and content accessibility based on business goals.
- Assisted with ongoing website developments for First Love Church, actively applying principles of user accessibility and clear information display.