

Amanda Ramirez

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

Human-centered UX Designer with a unique background in enterprise cybersecurity, specializing in translating complex business challenges into intuitive, user-centered digital experiences. With 7+ years of experience in enterprise technology, I excel at synthesizing technical requirements and user feedback into clear, actionable design solutions. Adept at applying Agile and design thinking methodologies, I am passionate about creating accessible (WCAG/508 compliant) designs that solve real-world problems for technical and non-technical users.

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, acting as the central liaison between engineering, product, and sales teams. Synthesized complex client requirements into actionable solutions and product designs, ensuring all deliverables directly addressed core user problems.
- Coordinated the onboarding of over 20 different OEMs (Original Equipment Manufacturers) to a new sales process, improving solution delivery efficiency and ensuring seamless resource access for both internal teams and clients. This process helped to streamline solution design and delivery.
- Orchestrated a complex \$43M, multi-year agreement with a key client, overseeing all project details from initial scope to execution. Managed communication and alignment across multiple internal and external teams (including the client and OEM/vendors), ensuring a smooth process and successful adoption.
- Facilitated a feedback loop between clients and internal teams, providing critical insights that influenced the product roadmap and contributed to new feature development.
- Prioritized user and client needs within a high-priority portfolio to drive business objectives, ensuring product enhancements were aligned with real-world problems.
- Designed and presented data-driven proposals and Business Value Reviews, simplifying complex solutions and technical data for non-technical stakeholders to secure stakeholder alignment.

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

- Managed a diverse portfolio of clients across multiple sectors, gaining a deep understanding of user needs and pain points across different business sizes. This experience developed my ability to empathize with a wide range of users, from SMBs to Fortune 100 companies.
- Collaborated closely with internal product and engineering teams to design and scope tailored security solutions. This work required synthesizing complex business challenges and translating them into tangible product requirements.
- Developed and delivered data-driven Business Reviews that informed strategic decisions. This process required gathering and analyzing product performance data to identify user behaviors and opportunities for improvement.
- Engaged directly in solution design and proposal development, ensuring technical capabilities were directly aligned with client needs and business goals.
- Coordinated with cross-functional teams to drive successful implementation and adoption of security solutions, acting as a key advocate for the client throughout the entire project lifecycle.

Projects:

Death Doula Business Webpage

- **Problem:** A new business needed a foundational online presence that effectively communicated its services and supported clients with clear, empathetic user flows.
- **Role:** UX Designer, Developer, & Researcher
- **Impact:** Collaborated to build a foundational webpage, establishing initial user flows and optimizing content presentation based on client needs. My work helped create a supportive, intuitive online experience for a sensitive and complex topic.

First Love Church Women's Group Website

- **Problem:** A specific community group within the church needed a dedicated online presence to share information, manage content, and engage with its members.
- **Role:** UX Designer, Developer, & Researcher
- **Impact:** Designed, built, and currently manage the website for the women's group. My work involved creating a clear information architecture, managing content, and ensuring the platform met the specific needs of its users.

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.

Cisco Certifications | 2022-2024

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

Associate of Science (AS) in Emergency Medical Services (EMS) | 2012

- PHSC | Dade City, FL

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
- **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.
- **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

Volunteer Experience & Key Contributions:

First Love Church | Ocala, FL | 2024-Present

- Lead the visual design and content strategy for weekly church services. I collaborate directly with the pastors and fellowship to create and manage all service projections. This work focuses on ensuring usability and readability so that the congregation can easily follow along and engage with the content. This demonstrates my ability to design for a live audience, manage collaborative communication, and adapt quickly to changing content needs.
- Provide compassionate support and assistance to underserved communities through coordinated food delivery efforts. This work has deepened my understanding of diverse user needs and challenges, and my ability to create solutions that are tailored to the specific needs of individuals and families.

Firefighter | Hernando Beach, FL | 2012-2016

- Provided Performed effectively under pressure in high-stakes environments, prioritizing critical tasks and making quick, informed decisions to ensure public safety.
- Demonstrated strong dedication, teamwork, and communication skills by coordinating with diverse teams to respond to emergency situations.