**Amanda Ramirez**

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| 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, FLGraduated: 2012 **Cisco Certifications:** Introduction to IoT (Internet of Things)Introduction to CybersecurityComputer Hardware Basics |

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| **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. |