

Andrew Lee

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Hi! I'm Andrew, a Senior UX/UI Designer currently exploring the world of freelance.

WORK EXPERIENCE

Freelance - Smiota & StandUpTix

New York, NY

UX Designer // March 2019 - Present

I'm working as a contracted designer for a few startups. One is a smart locker and mailroom management product. The other is a comedy club management platform. I'm helping to improve the user experience and visual design of these two companies.

- Audit existing workflows and suggest regrouping of relevant information and tasks to match a user's mental model.
- Develop consistent interaction patterns across the entire product.
- Update visual design to improve readability and lower the cognitive load of user choice.
- Working within the budget! A smaller budget calls for strategically shortening the design process.

Mastercard

New York, NY

UX Designer // December 2016 - March 2019

I worked on the Digital Payments User Experience team, working on the next version of Masterpass, called Secure Remote Commerce. I've contributed to lots of smaller projects ranging from QR payment apps, a Chatbot, Customer Service apps, and building out a working design library for my UX team.

- I built a common working file and governance system for the UX team.
- I worked with Product, Server Architecture, Mobile development teams, Front-End teams, and other Designers to deliver payment experiences.
- Design process was full end-to-end from Discovery, Research, Wireframes, Visual Design, Development, QA, and Launch.
- I worked on a wide range of products for different regions. A Chatbot for Nigeria, QR Payments for the Asia Pacific market, Customer Service tools for the U.S. and the Masterpass Native implementation for English and Spanish speaking countries.

Comcast Cable

New York, NY

UX / UI Designer // April 2015 - November 2016

I worked with the User Experience Group on the xFi app. The app is trying to solve the problems around WiFi connected device management within the home.

- I helped enforce visual design consistency across a small team.
- Problem solve user flows and use cases for upcoming features.
- Create quick Invision prototypes for testing and presentations.
- Code example animations & loaders to help support static designs.
- Work with my front-end devs to adjust CSS to spec.
- Work through functionality concerns and JIRA tickets with my back-end devs.

DIRECTV

New York, NY

UX / UI Designer // October 2014 - April 2015

I was part of the Entertainment team that worked on DIRECTV's streaming platforms. We were trying to solve a number of problems around licensing of content (per platform) and translating that to a seamless user experience.

- I heavily contributed to UX discussions and decisions, specifically tagging imported Hulu content, some native settings around Hulu content, and the Television Series template for the native apps.
- I was mainly responsible for making comps and prototypes that followed a consistent visual style that fit within the DIRECTV brand guidelines. The duties of spec'ing designs for web, iOS and Android also fell under my role.

O3 World

Philadelphia, PA

Interactive Designer // November '11 - July '14

I was an Interactive Designer at O3 World working primarily on responsive web builds for a range of clients. We solved problems for eCommerce, marketing materials, blogs, and small scale digital products.

- I would work through a variety of wireframes mainly using Balsamiq, accounting for business goals and user needs on both mobile and desktop viewports. Explicit annotations on functionality were a part of this.
- As a project proceeded into visual design, I mostly worked in Photoshop to render grid specifics, design details, layouts, icons and imagery, and hone in on the feeling of the brand. My deliverables to the client were hand coded click-through prototypes.
- I helped with typical development support for these projects. Style guides are created, specs when needed, cut assets, functionality explanations, compromise, alternate solutions, and QA bug-squashing assistance.

EDUCATION

University of Delaware

Newark, DE

Visual Communications // Graduated May '11

SKILLS

Responsive Web, Android, and iOS design systems, Figma, Sketch, Photoshop, Illustrator, Invision, Balsamiq, Google Apps, Keynote, MS Office apps, JIRA, Trello, Basecamp, Asana, HTML, CSS, a little Javascript.