MIKE SMITH

UX Designer

✉ m_smith@email.com
📞 (123) 456-7890
📍 Cupertino, CA
in LinkedIn

EDUCATION

Bachelor of Fine Arts
Interaction Design
California College of the Arts
📅 2011 - 2015
📍 San Francisco, CA

SKILLS

- Adobe XD
- UserTesting
- OmniGraffle
- Mixpanel
- Crazy Egg
- InVision
- Hotjar
- Lucidchart

CERTIFICATIONS

- Certified User Experience Designer (CUXD)

CAREER SUMMARY STATEMENT

Experienced UX designer with a proven record of boosting end-user experience rates with intuitive designs. Cross-functional team player with mastery of UX tools and trends, looking to deliver unrivaled user satisfaction for DataSoft Technologies customers.

WORK EXPERIENCE

UX Designer

Apple Inc.

📅 2020 - current   📍 Cupertino, CA

- Developed Adobe XD desktop app to alert 3.2K+ customers about device updates
- Utilized customer feedback from UserTesting to add 31+ themes, achieving 89% customer satisfaction
- Revamped web pages to streamline navigation menu, reduced instances of misdirected customer queries by 37%
- *Saved 42% on design costs* by merging related products into one

UX Researcher

LinkedIn

📅 2017 - 2020   📍 Sunnyvale, CA

- Redesigned lead generation forms, increasing leads by 23%
- Automated customer support center on InVision that *decreased query tickets by 51%*
- Overhauled internal tracking system with Lucidchart by adding 12+ features and gained 41% in higher engagement
- Led a products redesign project that boosted customer satisfaction by 78% after research to identify 17 customer pain points

UI Designer

Airbnb

📅 2015 - 2017   📍 San Francisco, CA

- Created user personas based on customer feedback from Hotjar, which expanded interactions by 64%
- *Achieved a 73% increase* in actionable insights through user-friendly surveys
- Implemented user-desirable improvement insights from Mixpanel and boosted new market share by 47% in the first quarter

- Provided analytical support to a cross-functional team, achieving 88% accuracy on Internet search