

# Robert Dixon

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## EDUCATION

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Towson University | Towson, MD | BS in Information Systems

## SKILLS

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**Tools:** Figma, Sketch, Adobe XD, Adobe Photoshop, Figjam, Miro, Google Analytics, Jira

**Design:** Information Architecture, User Flows, Wireframing, Rapid Prototyping

**Research:** Competitive Analysis, Stakeholder Interviews, User Surveys, Empathy Mapping, User Personas, Journey Mapping, A/B Testing, Heuristic Evaluation, Usability Testing

**Development:** HTML, CSS, JQuery

## EXPERIENCE

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**NTT Data** | Design Consultant

Oct 2023 — Apr 2025

- Developed foundational design and research frameworks, streamlining the intake and implementation process for customer experience initiatives.
- Facilitated stakeholder discussions and workshops to drive consensus on actionable improvements to the delivery of products and services.
- Championed cross-team initiatives, ensuring the attainment of predefined success metrics and aligning with organizational goals.

**Enel X** | UX/UI Designer

Oct 2022 — May 2023

- Ensured design consistency and quality across digital products by helping the company transition to a new design system.
- Collaborated with stakeholders to design complex global processes and features based on user feedback and market needs.
- Mentored associate designers and contributed to the growth of the UX Design team.
- Conducted W3C audits on global applications to ensure accessibility compliance.

**Cash App Project** | UX/UI Designer

Feb 2022 — Feb 2022

- Facilitated usability tests to validate project assumptions.
- Outlined the user journeys of central processes using research insights.
- Completed a competitive analysis to capitalize on gaps in the market.
- Redesigned central processes to appeal to both current and competing product users.

**Miranda Holliday** | UX/UI Designer

Aug 2021 — Sep 2021

- Interviewed users to understand their wants, expectations, and needs.
- Created user personas based on shared motivations and pain points from research.
- Identified shared success factors in products targeting the same audience.
- Delivered a user-centric product that helped client secure representation in a month.