

Senior Product Designer Senior Product Designer Excellent communicator with many years of improving customer experiences through research, empathy, and intuition Cedar Park, TX Although most of my experience in the past 8 years has been in the field of Product Design and development, I'm seeking a role that allows me to work more closely with customers. I have excellent communication and customer interaction skills. Authorized to work in the US for any employer Work Experience Senior Product Designer Cloudflare - Austin, TX May 2018 to Present Works directly with customers and support teams to gain insight into customer needs Helped streamline JIRA workflow to improve communication between Engineering and Design teams Led design of 1.1.1.1 mobile app which is very successful on the iOS and Google Play app stores Senior Product Designer New Relic - Portland, OR August 2013 to October 2017 Led design of many highly profitable products and features Developed writing guides for New Relic design system Led product teams to track and review user analytics as part of their feature delivery process Improved communication between engineering and product organizations by configuring Jira and integrating it into our process Designer / Developer New Relic - Portland, OR June 2012 to August 2013 Visual and interaction design of iOS and Android apps UX design and front-end development of New Relic Platform Design & development of internal Javascript utility for managing data overflow issues via regular expressions Designer / Developer Retail Imaging Management Group - Portland, OR March 2010 to June 2012 Designed and developed employee time tracking software (C# and Javascript) that enabled managers to more efficiently plan schedules and produce reports Designed multiple posters and print materials for trade shows Web Designer/ Developer Victoria Advocate - Victoria, TX June 2008 to January 2010 Led complete redesign of website and information architecture Produced ADDY award winning web advertisements (static and animated) Education Associate in Multimedia San Antonio, TX Skills CSS3 (10+ years), Usability Testing (5 years), User Experience Design (8 years), User Interface Design (10+ years), Research (5 years), Javascript (8 years), HTML 5 (10+ years), SQL (Less than 1 year), Desktop Support, MAC, Help Desk, Tech Support, Helpdesk Support, Service Desk, Desktop Support, Tech Support

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