CLAUDIA A CASTRO LOZANO

Work authorization: U.S. Permanent Resident

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Hands on experience in designing B2B software, and end customer facing products.

Work Experience

User Experience Designer for Lexmark | *Sep 2018 - February 2020*
Contractor at Populus group, Lexington, KY
- Designing UI workflows for web applications, and printer panels.
- Planning user testing protocols.
- Iterating on designs based on user testing findings.
- Interacting with different stakeholders (Marketing, Sales, UX Researches, Developers, Product Owners) to provide a better user experience to customers.

I300 (HCI) Associate Instructor | Aug 2017 - May 2018
Indiana University, Bloomington, IN
- Led workshops to promote active learning in class
- Guided students and help them to solve their questions
- Facilitated design critiques
- Graded students' work

Planning Assistant | Mar 2011 - Jun 2013
Carval de Colombia, Cali, Colombia
Conducted sales and inventory analysis to design production plans to satisfy customer's product requirements at the national level for a production line with over 60 products

Quality Assistant Internship | Jan 2010 - Jan 2011
Manuelita S.A., Palmira, Colombia
Led teams in the optimization of processes to find better ways to manage natural resources and reduce monetary losses in sugar cane crop irrigation systems through the implementation of the Total Productive Management (TPM) program

Education

M.S. Human-Computer Interaction Design | May 2018
Indiana University, Bloomington, Indiana

B.S. Industrial Engineering | Oct 2010
Pontificia Universidad Javeriana, Cali, Colombia

Volunteer Experience

Tax Preparer | Jan 2016 – April 2016
United way. Bloomington, Indiana
Got certified and prepared taxes for low-income families

Skills

User centered design, contextual Inquiry, user interviews, storyboarding, persona development, usability testing, diary studies, surveys, co-design, toolkits for UX research, User Journey, sketching, wireframing, prototyping, team work, self-motivated, work ethic, illustrator, adobe XD, Figma, HTML and CSS.