Portfolio | Austin, TX | (571) 331-6733 | biancakolendo@gmail.com

Bianca Kolendo

An action-oriented designer seeking full-time employment and open to remote, hybrid, or on-site work. Experienced in user centered design, wireframing and prototyping, and digital accessibility.

UX SKILLS

A/B testing, Accessibility, Animation, Competitive analysis, Heuristic evaluation, Prototyping, Research, Responsive design, Task flows, Usability testing, User flows, Visual design, Wireframing

TOOLBOX

Adobe (After Effects, Illustrator, Photoshop, XD), Asana, Basic HTML + CSS, Contentsquare, Figma, GitHub, Headless CMS (Amplience), Jira, Lucidchart, Lyssna, Optimal Workshop, UserTesting, WAVE

EXPERIENCE

UX/UI Designer – Lovehoney Group
[Remote in Austin - Bath, UK]

MAR 2023 - JAN 2024
Please note, this departure was due to layoffs. A letter of recommendation can be provided.

- Regularly led usability tests and site analyses to improve designs based on qualitative user feedback and quantitative engagement data
- Collaborated with Product Managers and stakeholders to create user task flows, wireframes, prototypes, and high-fidelity designs to A/B test improvements on the live site
- Gathered, prioritized, and documented functional requirements, collaborating with the global UX team, local Ecommerce Product Manager and US stakeholders
- Ideated large and small improvements, including a "shop by size" feature with an expected $216,270 annual revenue increase
- Promoted design best practices, including accessibility, through trainings, resource development, and enforcing compliance during site changes and campaigns
- Formalized multiple Design Systems by recreating 50+ icons for consistency, with documentation, and flexible components with different states, nested instances, and fields

LX Design Manager – Indeed
[Austin, TX]

APR 2018 - FEB 2023

- Spearheaded the design and development of global onboarding curricula for 11 teams, averaging a 4.5 out 5 satisfaction rating from 99 new hires in 2022
- Collaborated with product managers, engineers, and subject matter experts to define learning objectives, requirements, and product roadmaps
- Provided mentorship and strategic guidance to junior team members, fostering a culture of collaboration, fun and creativity (including costumes and animation), and continuous learning
- Implemented peer-to-peer skill sharing program, averaging 55 participants a quarter with a 70% increase in confidence

Analyst, Senior Analyst – Indeed
[Austin, TX]

MAY 2015 - APR 2018

- Collaborated with Engineering to design internal QA platform, owning project requirements and user research for successful launch
- Conducted interviews and data analysis to continually iterate on learning experiences
- Created and led cross-functional teams to improve data accuracy, streamline processes, and optimize operational efficiency

EDUCATION

UX Design Bootcamp – CareerFoundry

Bachelor of Fine Arts, New Media Arts – George Mason University

CERTIFICATIONS

Section 508 Awareness – U.S. General Services Administration
APR 2024

Udemy – Build Responsive Real-World Websites with HTML and CSS
MAR 2024

Contentsquare – Fundamentals
DEC 2023

W3Cx – Intro to Web Accessibility
NOV 2023