

Miguel Ruddock

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Target Position: Product Designer / Strategist

Solution-oriented, Data-driven User Experience Designer with 8+ years of experience consulting, marketing, designing, and exploring what's possible. Extensive proficiency in managing project lifecycles, and implementation of both design and development. Ability to quickly adopt new technologies and skills in any work environment to produce impactful results.

PROFESSIONAL EXPERIENCE

Be So Well, Atlanta — Co-Founder

01/22 - PRESENT

Created teams and teamwork to produce streamlined processes building an ecosystem between three different businesses. Pioneered user experience and service design initiatives to create congruent online and in-person customer-centric experiences.

- Generated up to 15% in cost savings through product procurement and vendor negotiations
- Strategize for businesses growth and development
- Correlate insights from user data and research to strategically generate, curate, edit and publish blog content
- Analyze sales, inventory, web traffic, social media, return on Ad Spend (ROAS), and other data to strategize for the Business lifecycle
- Devise standard operating procedures for Customer Support and Business processes
- Coach new employees on Be So Well's operations
- Develop employee leadership
- Coordinate events, workshops, and content publication
- Facilitate easy customer adoption for wellness as a way of life

Boulder Decisions, Atlanta — Co-Founder

02/20 - 01/22

Direct a multidisciplinary team ranging across development, design, information architecture, social media, marketing, content, blog content, and brand strategy for clients across different industries. Leverage powerful AI tools and other integrated data platforms to track Key Performance Indicators. Assimilated Boulder Decisions Marketing into Be So Well's ecosystem.

- Produced over \$50,000 of revenue in 48hrs by implementing a niche market campaign
- Increased Clientale's organic web traffic by 103% resulting in 172% increase in average gross monthly revenue
- Built custom Learn Management System with payment processing and CRM integration
- Conduct UX/UI web development projects encompassing eCommerce, Health & Wellness, finance, cosmetic surgery, and non-profit
- Instructed clients challenged with online market entry, sustainability, and growth in their respective business sectors through SEO & Brand research, and competitive analysis
- Manage marketing metrics, competitive brand redesign, customer-centric information architecture, and targeted campaigns

Sample Client List: Liong Mah Design, Conscious Med, Radiance Surgery & Aesthetic Medicine, Top of the Key, Hound & Friends, Maximum Tax Resources, Mask in a Bag, Green on the Go

Freelance, Atlanta — UX/UI Designer

03/18 - 08/19

Guided brand startup and UX Strategy for literary clients, including. Implemented actionable insights from primary and secondary research for an effective market entry.

Barry-Wehmiller Design Group, Atlanta — Sr. Project Engineer

11/07 - 08/15

Stakeholder management, generation of requirement specifications, interface & interaction design, manufacturing line systems integration, commissions testing, and interdepartmental liaison. Client Representative. Conducted quantitative and qualitative user research to iteratively upgrade user Interface designs.

- Created \$520k/yr in cost savings, by leading on-site installation of a \$1.5 million waste abatement system
- Conducted and reported usability trials for equipment validation
- Moderated design reviews, managed synchronization between internal departments
- Executed successful integrated system turnovers by creating user-centric training

Sample Client List: Pepsi – Frito Lay – Quaker Tropicana Gatorade, The Clorox Company, GlaxoSmithKline, Qualitest, Keurig Green Mountain, Miller Brewing Co

PROFESSIONAL DEVELOPMENT**Georgia Institute of Technology, Atlanta — Certificate in UX/UI Design**

08/19 - 02/20

Insight synthesis | information architecture | persona creation | competitive analysis | feature prioritization
storyboarding | flow diagrams | value propositions | atomic design | color theory | Interaction design | front-end development

Coursera – Wharton UPenn, Remote — Certificate in Customer Analytics

09/19 - 11/19

SpringBoard, Remote — Certificate in UX Design Foundations

01/18 - 03/18

Landmark Worldwide — Personal & Professional Growth

08/19 - Present

- Team, Management, and Leadership Program, *Statistician* (02/22 - Present)
- Communication: Power to Create (08/21)
- Communication: Access to Power (12/21)
- Wisdom Unlimited Course (06/20 to 02/21)

EDUCATION**Rochester Institute of Technology, Rochester — B.S. in Electrical Engineering**

09/00 - 06/06

SKILLS

- Team, Management, and Leadership
- Data-driven UX/UI design/research/testing
- Strategic Marketing
- Qualitative & Quantitative User research
- Cross-functional collaboration
- Statistical Analysis

TOOLS

- Figma
- Sketch
- InVision
- Miro
- Adobe Suite
- Flowmapp
- Canva
- Google Analytics
- cPanel
- GitHub
- HTML + CSS
- Bootstrap
- Learn Management Systems
- Slack/Notion/Click-up/Monday.com