

Summary

Over 10 years of experience transforming complex workflows into user-centered digital experiences. I prioritize usability and inclusivity, empowering users to confidently perform data-intensive tasks efficiently.

Professional Experience

Senior UX/UI Designer | JPMorgan Chase, Columbus, OH Dec 2017 – Aug 2024

- Led design thinking exercises, increasing collaboration between design, product, and engineering, which optimized internal workflows and cross-team alignment
- Worked closely with UX research to integrate data-driven design practices like discovery research, surveys, and analytics to identify internal product opportunities, fostering informed decision-making and tracking customer satisfaction.
- Mentored designers, created design and team documentation, and guided developers on A11y-compliant interfaces, improving deliverable handoffs.

Designer | McGraw-Hill Education, Columbus, OH Jan 2017 – Dec 2017

- Developed design patterns that facilitated consistency across print and digital platforms and streamlined the production process, enabling five junior designers to handle complex tasks previously reserved for one senior designer.
- Led user testing sessions and gathered user requirements for a pioneering math product that aligned teachers' goals with national educational standards.

UX/UI Designer | DESIGNATION, Chicago, IL Apr 2016 – Nov 2016

- Delivered strategic design consultations to two Chicago start-ups, offering short-, medium-, and long-term research-based recommendations to generate user value.

Education

Graphic Design | The Art Institute of Fort Lauderdale, Fort Lauderdale, FL

Associate's Degree Oct 2011

Art History | Universidad de Puerto Rico, Rio Piedras, PR

Bachelor's Degree Jun 2008

Intelligence Analyst (96B) | US Army, Fort Huachuca, AZ

Specialized Training Nov 2004

Certifications

Human-Computer Interaction (HCI) for UX Design | MIT May 2024

UX/UI Design Bootcamp | DESIGNATION Nov 2016

Skills

- UX
- User-centered design
 - Accessibility
 - Information architecture
 - Wire-framing
 - Prototyping
 - User flows
 - Strategic thinking
 - Usability testing
 - Heuristic evaluation

- UI
- Typography
 - Layout design
 - Branding
 - Design systems
 - Style guides
 - Task flow
 - Site map
 - HTML & CSS
 - JavaScript
 - Agile / Scrum

Tools

Design & Development

- Adobe CC
- Adobe XD
- Figma
- Sketch
- InVision
- Axure
- Sublime Text
- VS Code

Analytics & Testing

- Adobe Analytics
- Survey Monkey
- UserTesting
- axe DevTools

Documentation

- Jira
- Confluence
- SharePoint