

Professional History

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| UX/UI Designer | |
| JPMorgan Chase, Columbus, OH | Dec 2018 – Present |
| <ul style="list-style-type: none">• I have experience in designing employee-facing digital applications and guiding product and engineering teams on best usability and inclusive design practices.• I facilitated design thinking exercises such as whiteboarding sessions, usability reviews, and customer satisfaction surveys, which helped build confidence in the team's design decisions.• I delivered simple, tested, and user-centered interfaces compliant with accessibility standards (A11y), significantly impacting our user community.• I collaborated with UX researchers to identify opportunities to enhance the user experience for our firm's employees. This included using Adobe Analytics to help implement the CASTLE framework, a UX assessment framework that focuses on the needs of internal product teams. | |
| Designer | |
| McGraw-Hill Education, Columbus, OH | Jun 2018 – Dec 2018 |
| <ul style="list-style-type: none">• My expertise in typography, web principles, and layout design was instrumental in creating design patterns that significantly enhanced the user experience across print and digital platforms.• By initiating user testing with teachers, I was able to develop a pioneering math product that not only met but also aligned with teachers' goals and nationwide educational evaluation standards, making it highly relevant and impactful. | |
| UX/UI Designer | |
| DESIGNATION, Chicago, IL | Apr 2016 – Nov 2016 |
| <ul style="list-style-type: none">• I consulted with two Chicago start-ups, offering short-, medium-, and long-term research-based recommendations to generate user value. | |

Education

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| Graphic Design Associate's Degree | |
| The Art Institute of Fort Lauderdale, Fort Lauderdale, FL | Oct 2011 |
| Art History Bachelor's Degree | |
| Universidad de Puerto Rico, Rio Piedras, PR | Jun 2008 |

Certifications and Training

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| Human-Computer Interaction (HCI) for User Experience Design Certification | |
| Michigan Institute of Technology (MIT), Online Course | May 2024 |
| UX/UI Design Bootcamp Certification | |
| DESIGNATION, Chicago, IL | Nov 2016 |
| Intelligence Analyst (96B) Training | |
| US Army, Fort Huachuca, AZ | Nov 2004 |

Skills

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| Analytics |
| Branding |
| Design principles |
| Design system |
| Evaluative research |
| Mock up |
| Prototyping |
| Site mapping |
| Strategic thinking |
| Style guides |
| Task flow |
| Typography |
| User-centered design |
| User flows |
| Wireframing |

Tools

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|-----------------|
| Adobe Analytics |
| axe DevTools |
| Axure |
| Figma |
| HTML & CSS |
| JavaScript |
| Marvel App |
| Sketch |
| Sublime Text |
| Survey Monkey |
| VS Code |