

Professional History

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

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

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

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

Tools

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