

Professional Experience

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

- Advised product and engineering teams on usability and inclusive design practices, improving customer satisfaction by approximately 23% in some products.
- Promoted the integration of data-driven design across internal products, fostering informed decision-making and aligning design practices across teams.
- Spearheaded the adoption of Adobe Analytics, expedited the implementation of the CASTLE framework by six months, and optimized internal workflows.
- Led design thinking exercises, increasing design efficiency and collaboration between product and engineering.
- Collaborated with UX researchers and identified opportunities to enhance employee user experience across internal products, resulting in broader adoption of user-centered practices.
- Mentored designers and guided developers in delivering A11y-compliant interfaces, streamlining handoffs, and improving cross-team alignment.

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

- Developed design patterns that streamlined the production process, enabling five junior designers to handle tasks previously reserved for one designer due to its complexity, eliminating bottlenecks, and ensuring consistency across print and digital platforms.
- Led user testing sessions to develop a pioneering math product aligned with teachers' goals and national educational standards, delivering the product in half the typical time to meet the next school year's deadline.

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 Oct 2011

Associate's Degree

Art History | Universidad de Puerto Rico, Rio Piedras, PR Jun 2008

Bachelor's Degree

Intelligence Analyst (96B) | US Army, Fort Huachuca, AZ Nov 2004

Specialized Training

Certifications

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

UX/UI Design Bootcamp | DESIGNATION Nov 2016

Skills

Design

- User-centered Design
- Prototyping
- Wireframing
- Design Systems
- Typography
- Strategic Thinking
- UX Research

Technical

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