

## Professional History

### Senior UX/UI Designer

JPMorgan Chase, Columbus, OH

Dec 2018 – Present

- 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

- 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

- 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