

Summary

With over 10 years of experience, I specialize in transforming complex workflows into intelligent, user-centered digital experiences, making intricate tasks manageable and efficient. I prioritize usability and inclusivity on every screen, empowering expert and novice users to perform essential, high-demand, and data-intensive tasks confidently.

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
- Promoted the integration of data-driven design across internal products, fostering informed decision-making and aligning design practices across teams.
- Worked closely on UX research and identified opportunities to enhance employee user experience across internal products, resulting in broader adoption of user-centered practices.
- Spearheaded the adoption of Adobe Analytics and expedited the implementation of the CASTLE framework.
- 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 Design

- User-centered design
- Information Architecture
- Wireframing
- Prototyping
- User flows
- Strategic thinking
- Usability testing
- Heuristic evaluation

UI

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

Software

- Adobe Analytics
- Adobe XD
- Adobe CC
- Survey Monkey
- UserTesting
- Figma
- Sketch
- InVision
- Axure
- Sublime Text
- VS Code
- axe DevTools
- Jira
- Confluence
- SharePoint