

Professional History

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