

# Caleb Filburn

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## SUMMARY

Frontend development, UX, and UI expert with 10+ years of experience in design and research, design systems, software engineering, and team leadership. Develops sleek and intuitive front-end solutions that optimize consistency and accessibility. Builds and empowers collaborative and dedicated teams, fostering transparency, accountability, and positivity.

## COMPETENCIES

**Software Engineering:** JavaScript, TypeScript, React, Angular, jQuery, Redux, Vue.js, Svelte, Jest, Node.js, .NET, C#, Razor, xUnit.net, HTML5, CSS3, SCSS, REST, SOAP, Azure, Salesforce, Kentico, Sitecore, WordPress, HubSpot

**Product Design:** design systems, user research, usability testing, user flows, wireframes, mockups, interactive prototypes

**UX Design:** Figma, Maze, Sketch, Miro, Balsamiq, Axure RP, Penpot, Adobe Creative Cloud, graphic design

## EXPERIENCE

**UX/UI Engineer**, April 2022–August 2023

ISACA - Pittsburgh, Pennsylvania (Remote)

Designed frontend components and maintained codebase and test suite for enterprise B2C software applications. Led meetings and presentations, mentored new hires, and reported project status to stakeholders.

- Designed and managed design system, resulting in 30% improved UI development efficiency
- Improved accessibility by adhering to WCAG 2 AAA guidelines
- Implemented software logging and fixes, reducing application errors by 80%
- Created onboarding process and documentation, resulting in estimated 50% reduction in training time for new hires
- Mentored new hires and led training on Kentico CMS and enterprise systems, enhancing team's capability and productivity
- Directed integration of FormAssembly with Sitecore and Salesforce via API, improving system data flow and communication

**UX Engineer**, October 2021–April 2022

ISACA - Pittsburgh, Pennsylvania (Remote)

Responsible for improving product user experience across entire B2C product portfolio. Maintained design system and oversaw its technical implementation. Supported and participated in all steps of UX design process.

- Built and deployed design system across multiple web applications resulting in 30% faster development time
- Conducted heuristic evaluations, usability testing, interviews, and feedback synthesis, leading to design improvements
- Designed, tested, and converted UI prototypes into functional components
- Led and participated in design review and critiques to improve output quality and team dynamics
- Performed rapid ideation, research, and presentations to drive informed design decisions and UX adoption

**Frontend Engineer**, March 2020–October 2021

ISACA - Pittsburgh, Pennsylvania (Remote)

- Designed and developed new front-end features and unit tests for Sitecore sites
- Contributed to API development to optimize calls and add new functionality and integrations
- Integrated OneTrust, GA360, and Salesforce to replace legacy systems, streamlining data management and analytics
- Led adoption of Scrum by training new team, facilitating Scrum ceremonies, resulting in +24% development efficiency
- Managed project timelines and resources across teams

**Frontend Developer**, July 2018–March 2020

CMMI Institute - Pittsburgh, Pennsylvania

- Created and maintained design system, resulting in 25% faster development and greatly improving accessibility
- Established SLA for marketing and technology departments, reducing resolution time by ~50% and improving collaboration
- Conducted A/B testing, card sorting, and user interviews to inform design decisions
- Deployed Jira Service Desk and promoted its adoption, increasing collaboration and project delivery speed

**Web Team Director**, June 2016–July 2018

Em-Media - Pittsburgh, Pennsylvania

- Designed and developed websites and applications for clients in agency environment
- Provided DevOps for 30+ web projects, UX design, digital design, and ad placement
- Supervised team of 5 developers and content specialists
- Managed multiple simultaneous projects, adjusting priorities to stay on time and on budget

**Web Designer, Partner**, March 2013–June 2016

Chiselbox - Wheeling, West Virginia

- Co-founded successful boutique web and creative agency
- Guided new business development, business strategy, and financial decision, leading to ~100% yearly growth
- Managed accounts and provided creative direction in fast-paced startup environment while delivering high quality projects
- Created web components, identity systems, and branding assets for 20+ clients

## EDUCATION

**B.S., Graphic Design**, 2013

West Liberty University

## CERTIFICATIONS

**Professional Scrum Master**, Scrum.org

**Design Systems and Pattern Libraries**, Nielsen Norman Group

**Certified CMMI Associate**, CMMI Institute

**Design Certification**, HubSpot Academy

**Marketing Certification**, HubSpot Academy