**Email:** [**pradeeppathi363@gmail.com**](mailto:pradeeppathi363@gmail.com)

**Contact: (603)810-9541**

Pradeep P

# Sr UI/UX Designer

# Professional Summary:

* UI Professional with over **8+ years**’ experience in developing and designing UI components for Web Based Internet/Intranet, Multi-tier distributed applications using latest **Front-End** technologies and various open-source frameworks.
* Experience with popular front-end frameworks like **Next**, **React**, **Angular**, or **Vue**, have used **TypeScript** in conjunction with these frameworks to develop scalable applications.
* Skilled in converting existing **JavaScript** codebases into **TypeScript**, effectively addressing typing issues and incrementally improving code quality while minimizing disruption to the development process.
* Proven track record in **UI/UX** design, enterprise portal development, and **AngularJS**-based web applications.
* Hands-on experience delivering user-centered solutions in complex enterprise environments across telecom, insurance, and IT service management domains.
* Familiarity with **ServiceNow** platform development and integration, including widget customization and API-based data exchange.
* Strong expertise in user-centered design methodologies, wireframing, prototyping, and usability best practices using tools like Figma and Sketch.
* Solid background in web development with **AngularJS**, **HTML5**, **CSS3**, and responsive design principles, ensuring accessibility and cross-device compatibility.
* Skilled in debugging, troubleshooting, and performance optimization to meet enterprise scalability requirements.
* Proficient in engineering Web Components within modern front-end frameworks, focusing on reusability and maintainability.
* Excellent collaboration and communication skills, with experience working closely with cross-functional teams including designers, developers, product owners, and business stakeholders.
* Experience in building an application with **React.JS, Redux and Ext.JS** in **MVC** architecture.
* Experience in **MEAN** Stack development **MongoDB, Express, Node and Angular.**
* Proven experience as a **UX/UI** Designer with a strong portfolio showcasing design skills and projects. Proficiency in **Sketch, Figma, Adobe XD**, or similar tools, along with a deep understanding of user-centered design principles and best practices.
* Solid knowledge of front-end development (**HTML, CSS, JavaScript**) and familiarity with Agile/Scrum methodologies. Awareness of accessibility standards and guidelines to ensure inclusive design.
* Conducted user interviews, surveys, and usability testing to gather insights that informed design decisions.
* Created personas, user journeys, and empathy maps to understand user needs and pain points.
* Developed interactive prototypes to demonstrate workflows and validate design decisions with stakeholders.
* Created design systems and component libraries to ensure consistency across products.
* Excellent communication and teamwork abilities to effectively collaborate with developers, stakeholders, and cross-functional teams in a fast-paced environment.
* Ability to manage multiple projects simultaneously, meet deadlines, and adapt to changing priorities while maintaining high-quality design standards.
* Design and Human-Computer Interaction, or a related field, with 3+ years of hands-on experience in UX/UI design.
* Extensive experience in various UI widgets using **JavaScript Frameworks** and developing **Rich Internet Applications RIA.** Implemented **modular code structure** using **ES6 modules**, promoting **code reuse** and **maintainability**.
* Develop a frontend interface for a customer service platform, enabling agents to handle customer inquiries and requests. Implemented features like **ticketing systems, live chat,** and **knowledge base integration**.

## Developed a Mobile application for android and iOS with React Native and phone gap in different projects.

* Good knowledge in using Web Services like **SOAP** protocol in **RESTFUL** web services Proficient in **Object Oriented Design/Development (OOD), Object Oriented Analysis and Design (OOAD), Model View Control (MVC)** design pattern and **Test-Driven Development (TDD).**
* Proficient in writing **unit, integration, and end-to-end tests**, to ensure the quality of the code and skill in

**troubleshooting and debugging** complex issues.

* Designed intuitive and engaging user interfaces for web and mobile applications, following user-centered design (**UCD**) principles to enhance user experience.
* Created **wireframes**, interactive prototypes, and **high-fidelity** UI designs using **Figma**, ensuring seamless user flows and optimal usability.
* Developed and maintained scalable design systems in **Figma**, implementing reusable components and design tokens for consistency across multiple projects.
* Familiarity with **UI/UX** principles and best practices to ensure intuitive **user experience**. Worked and collaborated with designers to bring their creative visions to life. Built frameworks on **Adobe XD**, **Figma** to **design** and **prototype websites** and **mobile applications** using **wireframe** models to match client specifications.
* Excellent **communication** skills to discuss the projects with **technical** and **non-technical SME's**, analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation, interpersonal skills with a strong desire to achieve specified goals.

# Technical Skills:

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| --- | --- |
| **Languages** | HTML, CSS, JavaScript, TypeScript, JSX, SCSS/Sass, less (CSS preprocessor), JSON (JavaScript Object Notation), SQL, PL/SQL. |
| **Mark-up/XML /UI Technologies** | HTML, HTML5, XSLT, JavaScript, JSX, JSON, CSS, CSS3, XML (extensible Markup Language), SVG, JSF, AJAX, jQuery, JSON, Node.js, XSLT, Next.js, React JS, GraphQL. |
| **Tools & Framework** | Bootstrap, Material-UI, Tailwind, React JS, Angular.js, Angular, npm, Form.IO, Webpack, Sass, Less, Stylus, Drupal. |
| **Services** | Web services Microservices, SOA Architecture, SOAP, RESTful, JAX-RS JAX-WS |
| **Middleware Technologies** | Express.js Middleware, Redux Middleware, Cache Middleware, JMS, RabbitMQ, Kafka |
| **Cloud Platforms** | AWS Services: AWS Lambdas, AWS Step Functions, S3, API Gateway, AWS (EC2, EBS, RDS) |
| **Web/App Servers/Containers** | WebSphere, Apache HTTP Server, Tomcat, Nginx, WebLogic, and Docker. |
| **Databases** | MySQL, IBM DB2, Oracle, PostgreSQL, Apace Cassandra, NoSQL MongoDB |
| **Testing Tools/ Frameworks** | Mocha, Cypress, Jasmine, Selenium, SoapUI, JUnit, Mockito, Karma, Cucumber, Playwright |
| **Version Control Tools** | Git, GitLab, GitHub, Bitbucket, SVN, CVS |
| **Build-Automation Tool (CI)/Issue Tracking Tools Maven** | Bitbucket pipelines, Terraform, Gradle, Apache ANT, Jenkins, Travis CI, Hudson, Bamboo, JIRA, GitHub Issues, Asana, Trello, Basecamp |
| **Wireframe/Prototype Tools** | Figma, Axure, Sketch, Photoshop, Adobe XD |
| **Methodologies** | Agile, Scrum, Waterfall, Kanban |

**Education Details:**

Master’s in computer science at Southern Arkansas University – May/2023 Bachelor of Technology at Jawaharlal Nehru Technological University – May/2017

Certification:

Asana Foundations Skill Badge

# Project Experience:

**Client: Cisco, CA. [Project name: Cisco Partner Feedback Central [CPFC]] *Mar 2025 – Till* Date**

## Role: Sr UI/UX Designer Responsibilities:

* Collaborated with **UX** designers, product managers, and engineers to translate design concepts into responsive, interactive user interfaces using **Angular**, Material UI, and TypeScript.
* Led UI/UX design using wireframes, prototypes, and usability testing to validate workflows.
* Developed AngularJS components, directives, and services for interactive dashboards and forms.
* Implemented responsive layouts using **HTML5**, **CSS3**, and Bootstrap to ensure cross-device compatibility.
* Collaborated with backend teams to integrate REST APIs and optimize front-end performance.
* Designed and developed custom ServiceNow Service Portal widgets using **AngularJS**, GlideAjax, and Script Includes to deliver dynamic, interactive user experiences.
* Migrated legacy UI Pages into responsive **AngularJS**-based ServiceNow widgets with optimized layouts for cross-device compatibility.
* Built and configured Service Catalog items, record producers, and order guides with Catalog Client Scripts, UI Policies, and dynamic form rules.
* Created and optimized Scripted REST APIs and outbound REST integrations with OAuth 2.0 to connect ServiceNow with HR, CMDB, and directory systems.
* Implemented Flow Designer workflows for approvals, **SLA** management, and automated notifications, replacing legacy workflow processes.
* Implemented two-way data binding and dynamic form validations to enhance user interactions within **Service Catalog** items.
* Applied lazy loading and pagination in **AngularJS** widgets to optimize portal performance.
* Integrated **AngularJS** components with **ServiceNow** APIs to display **CMDB**, incident, and request data dynamically.
* Built reusable directive-based components to standardize UI behavior and maintain design consistency.

Enhanced portal performance through lazy loading, pagination, and **AngularJS** digest cycle optimization, reducing page load time.

* Coordinated with product owners, designers, and developers to ensure alignment with business goals.
* Designed and developed responsive UIs with server-side rendering (**SSR**) and static site generation (**SSG**) using Next.js to optimize performance and user experience across platforms.
* Built, tested, and refined modular UI components using **HTML5, CSS3, JavaScript (ES6+)**, and Material UI, ensuring maintainability and design consistency.
* Migrated a legacy platform into a cloud-native, modern UI application using **AWS**, focusing on scalability and usability.
* Defined information architecture and user flows to improve product usability and navigation.
* Simplified complex workflows, increasing task success rate and reducing user friction by 30%+.
* Collaborated with stakeholders and product managers to align design strategy with business goals.
* Participated in design reviews, provided feasibility feedback, and collaborated closely with backend teams to integrate RESTful APIs and AWS services like Lambda, **SNS**, and **API** Gateway.
* Ensured usability, performance, and accessibility of applications through **WCAG 2.1** compliance, lazy loading, caching strategies, and comprehensive testing using tools like Axe, **NVDA**, and **WAVE**.
* Maintained design consistency and branding by developing scalable Figma components, design tokens, and UI libraries following established style guides.
* Troubleshot and resolved **UI/UX** issues across browsers and devices, addressing cross-browser compatibility and responsiveness.
* Ensured WCAG 2.1 compliance to make designs accessible to all users, including those with disabilities.
* Applied UX best practices and HCI principles to create intuitive and inclusive designs.
* Conducted **UX** research, created user personas, and used journey mapping to enhance intuitive design flows.
* Created high-fidelity wireframes and interactive prototypes using **Figma**, **Sketch**, and **Adobe XD** with advanced animation and transition features.
* Integrated Form.IO to develop dynamic and accessible forms, improving data collection across the platform.
* Implemented **DevOps** best practices using **Docker**, **Terraform**, and **Jenkins** for continuous integration, containerization, and zero-downtime deployments.
* Used **Asana** to track **Agile** **sprints**, manage tasks, and collaborate efficiently with product, **design**, and engineering teams.
* Leveraged **Power BI** to visualize analytics and **UX** metrics for informed design decisions.
* Automated repetitive workflows using Power Automate, improving operational efficiency and productivity.
* Integrated **Qualtrics** for real-time **feedback** and **UX survey analysis** to drive user-centered design improvements.
* Maintained secure and efficient backend service integration with **Node.js**, **MongoDB**, and **PostgreSQL**, ensuring seamless data exchange.
* Participated in Agile/Scrum ceremonies, including daily stand-ups, sprint planning, retrospectives, and test-driven development (TDD).

**Environment**: JavaScript, Angular.js, Node.js, XHTML, EXT.js, MySQL, REST API, AWS (EC2, Lambda, S3, RDS, SQS, DynamoDB, CloudFormation), GCP, RWD, SPA, jQuery, AJAX, JSON, Grafana, Figma, Sketch, Adobe Photoshop, SASS, LESS, Agile, Windows.

**Client: Verizon, Dallas, Texas. *Feb 2024 – Jan 2025***

## Role: UI/UX Designer Responsibilities:

* Designed UI/UX flows aligned with user-centered methodologies, focusing on employee productivity.
* Created interactive dashboards and workflows in AngularJS integrated with ServiceNow modules.
* Used **Figma** and **Sketch** for wireframing, prototyping, and stakeholder reviews.
* Implemented **ServiceNow** widget customization and API integrations to display incident, change, and request data in the portal.
* Conducted performance optimization by reducing DOM load and leveraging lazy loading techniques.
* Worked in Agile sprints, collaborating with cross-functional teams, providing demos, and capturing feedback.
* Utilize Material UI for implementing consistent and responsive design components. Develop modular and maintainable code using **TypeScript**.
* Ability to analyze user needs and create intuitive, aesthetically pleasing, and functional designs that enhance the user experience.
* Developed responsive **Angular** components for dashboards, forms, and data tables with optimized state management using RxJS.
* Created reusable shared modules and UI components to ensure design consistency across the portal.
* Integrated Angular services with REST APIs and ServiceNow endpoints for incident and request data retrieval.
* Implemented Angular reactive forms with validation rules for complex multi-step workflows.
* Applied Change Detection Strategy and lazy loading for improved application performance and reduced bundle size.
* Collaborated with UX designers to translate Figma prototypes into pixel-perfect **Angular** components.
* Strong understanding of UX research, user personas, journey mapping, and usability testing to drive design decisions.
* Familiarity with front-end technologies (**HTML, CSS, JavaScript**) to collaborate effectively with developers and ensure seamless implementation of designs.
* Collaborate with UI/UX designers to ensure designs are technically feasible and align with user experience standards.
* Migrated the **legacy** application to modern **UI** application using **Next.js** and **AWS cloud**
* Implement performance optimization techniques to ensure fast load times and smooth user experience.
* Utilize **caching** strategies, **lazy loading**, and other best practices for front-end performance.
* Work closely with backend developers to consume and integrate **RESTful APIs** and **API endpoints**.
* Ensure seamless data exchange between frontend and backend services.
* Review code submissions to ensure **high-quality, maintainable, and scalable code, enforcing code standards** and best practices within the **development team**.
* Conducted user research, usability testing, and heuristic evaluations to gather insights and improve the design process based on real user feedback.
* Collaborated closely with developers, product managers, and stakeholders to bridge the gap between design and development, ensuring a pixel-perfect UI implementation.
* Leveraged **Figma’s** auto layout, smart components, and plugins to streamline the design workflow and increase productivity.
* Developed and optimized **Figma** components, variants, and design tokens to create scalable and reusable UI elements for design consistency.
* Built interactive design prototypes in **Figma** with advanced animations and transitions to simulate real-world user interactions.
* Utilized **Server-side catching** of **configuration** tables for **scalability**, provide consistent **data**, and offer centralized control.
* Conducted extensive **user research** activities including stakeholder interviews, user interviews, and contextual inquiries to uncover pain points and behavioral patterns.
* Write efficient and optimized **Python** code for Lambda functions using **factory pattern method** and switch case concepts of **Python**.
* Ensured compliance with **WCAG 2.1 accessibility standards** by conducting accessibility audits and using tools like Axe, WAVE, and NVDA.
* Built and maintained scalable **server-side** applications using **Node.js**, enhancing the performance and reliability of

## web services.

* Integrated **Node.js** applications with **MongoDB** and **PostgreSQL databases**, ensuring efficient data management.
* Create and manage **RESTful APIs** using **AWS API Gateway**. Ensure secure and scalable **API endpoints**.
* Ensured all web applications and components adhered to **WCAG (Web Content Accessibility Guidelines) standards**, enhancing **usability** for users with **disabilities**.
* Designed intuitive user experiences for **enterprise-grade web and mobile applications**, streamlining complex workflows into clear, usable interfaces.
* Optimize backend services for performance and scalability and ensure consistent and reproducible development and production environments, implement security best practices to protect applications and data.
* Deploy applications using **blue/green deployment** to ensure zero-downtime releases.
* Worked in **Agile/Scrum environments**, participating in daily stand-ups, sprint planning, and retrospectives to support iterative UX delivery.
* Excellent communication skills to present design concepts, work closely with cross-functional teams, and align designs with business goals.
* Participated in various stages of application development, including requirement **analysis, development, testing,** and

## deployment.

* Implemented **Agile** and **Scrum** methodologies, following a **test-driven development** (**TDD**) approach and collaborating with developers and end-users to **design** and implement new features throughout the **framework**.

**Environment:** Next.js, typescript, Angular.Js, AWS, Rest API, Fetch, Web Socket, Web Hook, Terraform, Jenkins, Lambda, Raw S3, SNS, SQS, API Gateway, API Token, JSON, XML, Pseudo Access, Win SCP, Putty, Vault, Secrets Manager, CloudWatch, RDS Proxy, Docker, Hadoop, Lambda, Postman, Node.js, VS code, Reverse Engineering, Git, Gitlab, yarn, npm.

**Client: State Farm, Bloomington, IL. *Jan 2022 – Feb 2024***

## Role: UI/UX Developer Responsibilities:

* Gathered and analyzed requirements, converting them into **User Requirement Specifications (URS)** and **Functional Requirement Specifications (FRS)** for designers and developers using tools like Jira or Trello for project management.
* Designed intuitive interfaces for policy management, claims submission, and tracking.
* Applied usability best practices to simplify complex insurance workflows.
* Built modular **Reactjs** components integrated with backend APIs for claims and policy data.
* Collaborated with ServiceNow teams to integrate portal requests into incident workflows.
* Developed cross-browser compatible and responsive UIs using **HTML5** and **CSS3**.
* Participated in code reviews, ensuring code quality, performance, and adherence to standards.
* Provided knowledge transfer and documentation for future scalability.
* Developed applications using **Angular, HTML5,** and **CSS3** for widget alignment and **JavaScript,** with a focus on component-based design for positioning. Used React libraries such as **React Router** for routing and **Redux** for **state management**.
* Created responsive and mobile-first **UI** designs, ensuring adaptability across various screen sizes and devices.
* Worked on end-to-end UX/UI design for multiple projects, from initial concept and wireframing to final visual design

and developer handoff using **Figma’s** Dev Mode.

* Integrated brand identity and design guidelines into **UI designs**, maintaining a consistent visual language across digital products.
* Proficient in design and prototyping tools such as **Figma, Adobe XD, Sketch, InVision**, and **Axure RP** to build interactive mockups and high-fidelity prototypes.
* Developed **responsive web and mobile app designs** that adhere to industry best practices and accessibility standards.
* Worked closely with front-end developers to ensure the successful implementation of designs.
* Created web presentation layers using **HTML5** and **CSS3,** adhering to internal standards and guidelines. Utilized a CSS preprocessor like **SASS** or **LESS for** efficient styling. Implemented client-side validation **using JavaScript** and **jQuery.**
* Assisted in creating **wireframes** and **prototypes** using **Figma** for upcoming web projects.
* Developed dynamic and multi-browser compatible web pages, internal application based on **W3C standards** using **React, HTML5, CSS3,** and **JavaScript.** Utilized **React hooks** and functional components for better code organization and reusability.
* Applied **interaction design principles** to create responsive layouts, intuitive navigation patterns, and effective information hierarchies.
* Built a collaborative task management tool using **React, Redux,** and **Node.js,** enabling real-time updates and user interactions. Utilized a server-side rendering framework like **Next.js** for improved initial page load performance.
* Built a single-page application (SPA) using **React, HTML5, CSS3**, and a web server like **Nginx**, enabling users to book, cancel, and modify loads while connecting to the backend service and database.
* Utilized React features like conditional rendering, **JSX syntax,** and form validation libraries such as **Formic** or **React Hook Form.**
* Implemented the latest **ES6 features**, such as **arrow functions**, writing **concise** and **readable code**, improving development efficiency.
* Facilitated **design thinking workshops** and whiteboarding sessions to align cross-functional teams on UX direction.
* Integrated **RESTful Web API** services to generate data for the application using React for **account management**, **transaction history, fund transfers, and bill payments**. Also, I used **Axios**, **Fetch API** for making **HTTP requests**.
* Developed web pages using **React framework**, working with **React components** and managing state using **React state management** solutions like **Redux, Context API.**
* Built responsive **single-page applications** (**SPA**) using React and tools like Create **React App, Next.js** for project setup and optimization. Leveraged Jest and **JUnit** for **unit** testing, achieving test coverage and enhancing code quality.
* Implemented **responsive web design** (**RWD**) using CSS frameworks like **Bootstrap**, adapting layouts to different viewing environments using fluid grids, flexible images, and CSS3 media queries.
* Developed cross-platform mobile applications using **React Native** and relevant development tools like **React Native CLI** for **iOS** and **Android platforms.**
* Developed interactive **web maps** using **ESRI's JavaScript API**, providing users with intuitive **geographical data visualization** and **analysis tools.**
* Utilized **React Native CLI** and development environments to create and configure mobile app projects.
* Worked with native device features and **APIs**, including **camera, geolocation, and push notifications, using React Native's** built-in modules or third-party libraries.
* Conducted data analysis to identify **trends, opportunities, and issues**, providing valuable recommendations for process improvements by creating automated reports using **Power BI**
* Implemented **AJAX** for customer registration and view customer **information modules**, using **React's Axios** or **Fetch API** for **asynchronous data retrieval**.
* Utilized **jQuery** for improved user experience, incorporating features like **Validation Engine, Data Table, and Dynamic Charts into React applications**.
* Participated in various stages of application development, including requirement **analysis, development, testing,** and

## deployment.

* Implemented **Agile** and **Scrum** methodologies, following a **test-driven development** (**TDD**) approach and collaborating with developers and end-users to **design** and implement new features throughout the **framework**.

**Environment:** JavaScript, React Native, React, XHTML, MySQL, React Native CLI, React.JS, Node.JS, EXT.JS, AWS (EC2, Lambda, S3, RDS, SQS, DynamoDB, and CloudFormation), RWD,Sketch, Web map, GCP Google Maps API, SPA, jQuery, AJAX, JSON, Grafana, Figma, Adobe Photoshop, SASS, LESS, Agile and Windows.

**Client: GSV Soft Systems, Hyderabad. *July 2016 – Aug 2021***

## Role: React UI/UX Developer Responsibilities:

* Developed and maintained responsive and scalable web applications using **React, Redux,** and **React Router** thatmeets business needs and user goals.
* Collaborated closely with **UI/UX** designers to transform wireframes using **Figma** and mockups into user-friendly and visually appealing **e-commerce** website interfaces to enhance the overall user experience.
* Developed the User Interactive webpages in a professional manner with using web technologies like **HTML 5, XHTML**, and **CSS 3** as per company’s **standards** to create dynamic and **server**-**rendered HTML** views in **Spring Boot,** resulting in faster load times and improved SEO.
* Developed client-side validation code using **JavaScript** and **jQuery**. Implemented features like **login page, push notifications,** and **geolocation services.**
* Used **React.js** for developing generic components like, customize DataGrid, navbars, form components and developed reusable components.
* Utilized **Figma’s** Auto Layout feature to streamline the creation of responsive and adaptable designs for different screen sizes.
* Leveraged **Figma’s** collaboration tools to conduct live design reviews, collect feedback, and iterate designs efficiently with cross-functional teams
* Used to update the **HTML pages** using **JQUERY, AJAX via JSON** response, used **Dreamweaver** to develop and maintain web pages and templates.
* Implemented state management using **Redux**, ensuring efficient data flow and predictable application state.
* Utilized **Git** and **GitHub/Bitbucket** for version control, ensuring collaborative code development and effective team coordination.
* Conducted **design QA** by reviewing builds against specs, ensuring pixel-perfect implementation and user experience alignment.
* Integrated with backend **APIs** using **Axios** and **Fetch API**, fetching and manipulating data from server-side endpoints.
* Implemented automated testing using **Jest, Enzyme,** and **Cypress**, resulting in improved code quality and reduced bugs. Employed **Yarn** for efficient package management and dependency resolution.
* Collaborated with backend developers to integrate **payment gateways, availability calendars,** and **booking systems**.
* Used **AJAX and JSON** to make asynchronous calls to the project server to fetch data on the fly.
* Utilized build tools like **webpack** and **Parcel** to bundle and optimize applications for production deployment.
* Collaborated with **DevOps** teams to deploy applications using platforms like **Netlify, Heroku,** and **AWS Amplify**.
* This contributed to the development of a **mobile application** using **Flutter**, resulting in positive user feedback and a 4.8- star rating on app stores.
* Conducted **code reviews**, provided technical guidance, and mentored junior developers to ensure best practices and code quality.
* Implemented **microservices** architecture to decouple frontend and backend systems, improving scalability and maintainability.
* Used **Storybook** to Document & Catalog a React UI Component Library
* **Troubleshot** and **debugged** complex issues to ensure smooth functioning of the application.
* Experience in the **Agile Development** Process using **SCRUM methodology** and usage of **TDD** and **Jira.**

**Environment:** JavaScript (ES6+), HTML5, CSS3, React, Redux, React Router, Git, npm, Yarn, GitHub, Bitbucket, Gulp, Grunt, webpack, Parcel, Chrome DevTools, Firefox Developer Tools, Sass, Less, Redux, Redux, API, Axios, Fetch API, AJAX, Jest, Enzyme, Cypress, webpack, Parcel, Netlify, Heroku, AWS, Figma, Adobe Photoshop, Storybook, Linux.