

LUIS LANDI

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Senior UX Designer with 9 years of experience in SaaS products. I like designing data visualization-rich platforms. My **achievements** include: Designed an **award-winning application**. Redesign a **data-visualization** platform that increased by 35% user satisfaction. Optimised the front-end **QA** highlighting 70% of bugs and usability issues before the release date. Reduced the **time to release** software by 10%.

PROFESSIONAL EXPERIENCE

VERIZON CONNECT, Dublin, Ireland

October 2023–Now

AI Conversation Designer and Senior UX designer | verizonconnect.com

- Developed **AI conversations** to automate the highest volume of requests supported by the chatbot
- Redesigned the **Help Center** platform for improved navigation
- Optimised **billing system** and Auto Pay set-up process, resulting in reduced payment friction

VSTAGE, Remote

February 2021–May 2023

Senior Product Designer | luislandi.com/vstage

- Led the creation of an online event management platform. Three worldwide events for **PayPal Global** with over 26k attendees over 24 hours.
- A visually appealing **white-labelled platform** that increases a 12% in the average of NPS results and a 12% improvement of the sense of trust.

LEXIS NEXIS RISK SOLUTIONS, Dublin, Ireland

Sep 2019–Sep 2020

User Experience Lead | luislandi.com/lexisnexis

- I led the redesign of Map View a geospatial data visualization tool that helps insurers analyze environmental and peril risks.
- Improve **data visualization** for better interpretation of the risk, resulting in a 35% increase in user satisfaction.
- Increased the **risk assessment capabilities** by 24% and set up the system with seamless integration of diverse data sets in the future.
- Provided **actionable insight** to help the decision-making process resulting in a 12% reduction of the human analysis time.

ERICSSON, Athlone, Ireland

Mar 2018–Sep 2019

Senior UX designer | luislandi.com/ericsson

- Created a dashboard-based portal to enable Ericsson's customers to monitor and manage their services.
- Implemented **guerrilla usability test** within the sprints and during an Expo Day with over 1200 attendees.

OTHERS JOB EXPERIENCE, Italy and Germany

May 2014 - Mar 2018

UX designer | [linkedin.com/in/luislandi](https://www.linkedin.com/in/luislandi)

EDUCATION

Oct 2010 - Dec 2013

University of Padua, Padova, Italy
Bachelor of Science in Psychology

LANGUAGES

Fluent in English, Italian, and Spanish.
Intermediate in German and Portuguese.