# 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 the first 5 intents for the new AI chatbot to streamline support interactions.
- Redesigned the Help Center website for improved navigation and user engagement.
- Improved the invoice system to allow users to easily add new email contacts.
- Enhanced Auto Pay setup flow for a smoother, more intuitive user experience.

**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 a 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.

Discover my full job experience here: linkedin.com/in/luislandi

UNIVERSITÀ DEGLI STUDI DI PADOVA, Padova, Italy                                                         *Dec 2013*
Bachelor of Science in Pshychology

## ADDITIONAL SKILLS

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