







Profile

Seasoned Design Leader with 7 years of experience in strategic design leadership, driving innovation, and enhancing user experience across web and mobile platforms. Proven track record in leading teams to deliver high-quality, user-centric design solutions that drive business growth.



Skills

- Strategic Design Leadership
- **Human Centered Design (HCD)**
- Agile & SCRUM Methodologies
- User Experience & Interface Design (UI/UX)
- **Design System Expert**
- **UX Research & Analysis**
- Web & Mobile App Design



Tools & Languages

- Figma, Sketch, Adobe Creative Suite
- InVision, Zeplin
- HTML5, CSS 3, JavaScript, React, Flutter
- JIRA, Confluence, Miro, Salesforce
- Midjourney, Dall-E



Work Experiences

Feb 2023 - Mar 2024

Pvotal Technologies



Director of Design (+ interim PM from Nov 23 - Mar 24)

- Develop & drive strategy
- Align design & business goals
- Innovate with new tech
- Enhance user experiences
- Advocate WCAG 2.1

Drive team & IC development

Developing and executing the design strategy, aligning it with the company's goals, and overseeing the product from $ext{@}$ to $ext{?}$.

Iterated the product design strategy, resulting in a 35% increase in user engagement and a 50% reduction in time-to-market for new features. Led the design for the launch of 15 features for 2 products (BNPL web app + Emirates sports app), resulting in a \$2.1 million increase in annual recurring revenue (ARR).

April 2021 - Feb 2023

3Rein, Inc.

- Prioritize & manage sprints
- Collaborate w/product teams
- Drive design lifecycle
- Advocate WCAG 2.1
- Drive team & IC development

Jan 2020 - Apr 2021

3Rein, Inc.

- Manage team performance
- Drive UXR framework
- Drive design sprints
- Design system owner
- Advocate WCAG 2.1
- Drive team & IC development

Director of Design

Built and scaled the design team by 50%, ensuring high-quality deliverables across UX, graphics, and branding. Implemented design methodologies reducing project delivery times by 20%, also boosting team collaboration. Achieved a 25% increase in customer satisfaction and a 30% rise in product usability scores for an animal training and welfare application . Advocated for WCAG 2.1 compliance, enhancing accessibility for users and reducing the company's legal liability risks.

Design Manager

Managed a lean design team that delivered webapps, native apps, branding, and social media marketing. Enhanced the product experience across mobile and web for an animal training and welfare application and a 45% improvement in user retention and a 60% increase in positive user feedback. Drove the design integration of the Flutter framework, which decreased the development cycle by 25%.

Mar 2019 - Mar 2020

TRUNO, Retail Technology

- Lead design sprint
- Ul design
- Information architecture
- UX copywriter
- Collaborate w/product teams

Sr. UI/UX Designer, Product Designer

Led a team of UI/UX Designers in delivering pos, margin management, productivity, digital commerce, & risk management products.

Led design initiatives that transformed client POS systems, improving transaction speeds by 25%, reducing user errors by 32%, and increasing overall system efficiency. The redesign contributed to a 36% growth in client adoption and a 40% increase in end-user satisfaction.

Early Experience

Aug 2017 - Jan 2018

Upwork

UI/UX Deisgner

Oct 2016 - Aug 2017



UI/UX Deisgner

LTCR



En Training & Education

- Ex-Googler Enterprise Operations Manager
- UT Austin UI/UX Design Certification (2015-2016)
- Texas State University BA in Business Mgmt
- LinkedIn: Multiple Design Certifications



Languages & Extras

- English: Native | Spanish: Intermediate
- Human Computer Interaction (HCI)
- Natural Language Processing (NLP)
- Flutter, HTML, CSS, JS, React, Others



Personal Projects

1:1 UI/UX Mentorship

Share career advice, polish UI design skill sets, upgrade UXR techniques, develop portfolios & leadership skills w/select designers ranging from students to seasoned professionals. I've been fortunate enough to watch 6 mentees land design jobs.

Interviews & Publications

https://home.supermoney.com/does-amctake-apple-pay

UI/UX Design Social Media Group

Created a design-focused social media group with 10k members to foster a community for project feedback, career guidance, and design mentorship. This group also helps me stay updated on industry trends and techniques.