

EXPERIENCE	<p>Product Designer Clubspeed MAR. 2024 - APR. 2025 Full-time, Hybrid</p> <ul style="list-style-type: none"> • Conducted user research including user testing and incorporates findings into design improvements for a SaaS platform that supports businesses in the family entertainment center vertical. • Iterative designs on mobile, desktop, and kiosk devices for a complex and unique domain using an AI to Figma workflow. • Performed heuristic evaluations, analyzed workflow friction points, and identified opportunities to optimize customer and guest experiences. 			
	<p>Sr. UI/UX Designer HyreCar AUG. 2021 - MAY 2023 Full-time, Hybrid</p> <ul style="list-style-type: none"> • Spearheaded heuristic evaluations, playing a pivotal role in the continual enhancement of user experience for enterprise-level SaaS platforms. • Led design initiatives for critical features, such as a fee reimbursement system, resulting in a decrease in customer service phone calls and improving collection rates by 18%. • Researched and established a road map for implementing design systems for native app, mobile web, and desktop experiences. 			
	<p>UX Designer DePalma Studios DEC. 2020 - MAR. 2021 Full-time, Remote Contract</p> <ul style="list-style-type: none"> • Lead design for a medical software platform CRM applying Lean UX principles to deliver a prototype on a tight schedule. • Organized client interviews and user research, translating complex requirements into user personas, journeys, and interactive wireframes, laying the groundwork for a user-centric design approach. 			
	<p>Sr. UX Consultant InfoMagnus JUN. 2019 - JUL. 2020 Full-time, Onsite</p> <ul style="list-style-type: none"> • Conducted user research and iterated on logistics tools prototype. • Strategized with internal and external teams, performed stakeholder interviews, and iterated on product roadmap. • Established streamlined user workflows, high-fidelity prototypes, design system revisions, and feature definitions. • Mentored, and provided design direction to junior-level creatives. 			
	<p>Freelance Designer Ross Amador Designs OCT. 2018 - JUN. 2019 Full-time, Onsite</p> <ul style="list-style-type: none"> • Produced wireframes and mockups for a variety of brands including Stamps.com, Hewlett-Packard, and more. • Expanded on an existing design system and mapped out new workflows and critical paths. • Collaborated with stakeholders in project planning, scoping, and research to understand user needs. 			
	<p>Sr. UI/UX Designer ShowMgr JUN. 2016 - MAY 2018 Full-time, Onsite</p> <ul style="list-style-type: none"> • Redesigned significant portions of an enterprise-scale SaaS legacy product. • Created an asset-management feature for the product catalog based on deep analysis of user workflows and scenarios. • Analysis of user workflows and use cases. Expanded on existing design system and defined new workflows and critical paths. • Generated user stories, task analysis, user journeys, and storyboards. 			
PROJECTS	<p>"What's Up UX?" podcast co-host. Archived episodes are available on request. The 21-episode podcast's first season was targeted toward newer UX practitioners and those looking for related roles.</p>			
EDUCATION	<p>Certificate of Completion: Google Digital Marketing & E-Commerce, Coursera Online. Certificate of Completion: Practical Usability, Interaction Design Foundation (IxD) Online. Bachelor of Arts in Studio Arts, California State University Fullerton.</p>			
SKILLS	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 33%;"> User Interface Design User-Centric Design Cross-Team Collaboration Project Management User Research Methods </td> <td style="vertical-align: top; width: 33%;"> Information Architecture Fidelity Wireframing Interactive Prototypes Design Systems Responsive & Kiosk UI Design </td> <td style="vertical-align: top; width: 33%;"> Claude Suite for Teams, Google Stitch, Visual Studio Code, Figma MCP, Photoshop, Illustrator Jira, Confluence </td> </tr> </table>	User Interface Design User-Centric Design Cross-Team Collaboration Project Management User Research Methods	Information Architecture Fidelity Wireframing Interactive Prototypes Design Systems Responsive & Kiosk UI Design	Claude Suite for Teams, Google Stitch, Visual Studio Code, Figma MCP, Photoshop, Illustrator Jira, Confluence
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