

UI/UX Designer

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SUMMARY

UI/UX designer with six years shipping user-centered web and mobile interfaces in Figma, grounded in usability research and accessibility, with a record of lifting task completion and trimming drop-off through tested design changes.

EXPERIENCE

Senior UI/UX Designer, Northstar Product Design

2021 – Present

City, ST

- Redesigned an onboarding flow that lifted activation 28% and cut first-week drop-off from 41% to 19%.
- Ran 60-plus moderated usability sessions that surfaced the navigation issue behind half of support tickets.
- Built and maintained a 90-component Figma design system adopted by 4 product squads.
- Raised mobile checkout task-completion from 73% to 94% through a tested three-step redesign.
- Cut design-to-development handoff time 40% by standardizing specs, tokens, and annotated prototypes.
- Led accessibility remediation that brought three core flows to WCAG 2.1 AA compliance.
- Validated two major features with prototype testing before build, avoiding an estimated 3 sprints of rework.

UX Designer, Willowbrook Digital

2018 – 2021

City, ST

- Designed wireframes and high-fidelity mockups for 20-plus features across a SaaS dashboard.
- Conducted card-sorting and tree-testing that reshaped the information architecture, lifting findability 35%.
- Created interactive Figma prototypes that aligned stakeholders and cut review cycles from five to two.
- Synthesized 30 user interviews into personas and journey maps that guided the product roadmap.
- Improved form-completion rates 22% by simplifying fields and adding inline validation.
- Partnered with engineers on responsive specs, reducing post-launch UI defects 45%.

EDUCATION

Bachelor of Fine Arts in Interaction Design

2014 – 2018

State University — City, ST

SKILLS

Figma · Usability testing · User research · Wireframing · Prototyping · Interaction design · Design systems · Information architecture · Accessibility (WCAG) · Visual and UI design · Journey mapping · Design handoff