Jeremy Candelario

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PROFESSIONAL SUMMARY

Seasoned Customer Experience Designer with a strong background in Human-Centered Design (HCD) and a deep understanding of UX best practices. Dedicated to creating user-centered experiences that align with product goals and meet business needs. I bring a collaborative approach and a passion for enhancing team success through impactful design solutions.

WORK EXPERIENCE

User Experience Designer   **East Providence, RI**

ADG Tech Consulting   *Oct 2022 - Present*

• Developed and maintained design systems and libraries, cutting UI design iteration by 30% and ensuring product consistency across all platforms.

• Tested and validated user interface enhancements based on stakeholder input, leading to a 20% decrease in customer support tickets related to usability issues.

• Collaborated with cross-functional teams to implement design changes based on stakeholder feedback, resulting in a 10% increase in overall customer satisfaction ratings.

User Experience Designer   **Lakeland, FL**

Freelance   *Sep 2020 - Oct 2022*

• Streamlined design processes with customer business needs, resulting in a 15% increase in customer satisfaction scores and a 20% decrease in product development timeline.

• Utilized Agile methodology to streamline the product development process, resulting in a 30% decrease in time-to-market for new features and improvements.

• Collaborated with cross-functional teams to incorporate feedback loops into the design process, leading to a 25% increase in on-time delivery of projects within scope and budget.

PROJECT EXPERIENCE

React Migration Track   **East Providence, RI**

Lead Designer   *Feb 2023 - Present*

• Advocated for data-driven design principles during a technological shift, leading to the creation of 1-to-1 prototypes for multiple design systems.

• Innovate approaches resulting in a seamless integration of established principles into the new technology stack, producing user-friendly designs that balance technological nuances and user needs.

DesignOps & Tooling Track   **East Providence, RI**

Lead Designer   *Feb 2023 - Present*

• Systematized and documented experiential knowledge into clear guidelines, resulting in a 30% increase in team efficiency, clearer processes, and a well-documented design system that improved collaboration and productivity.

• Implemented regular training sessions on best practices within the Design System, leading to a 40% decrease in errors and inconsistencies within team projects.

SKILLS

Design: User Research, Usability Testing, Design System Implementation, Prototyping

Tools: Figma, Sketch, Axure, Adobe XD, Illustrator, Userlytics, Matomo, Atlassian

Area of Expertise: Workflow Standardization, Human-Centric Design, Quality Assurance in Design

Soft Skills: Cross-functional Collaboration, Problem Solving, Research

EDUCATION

Polk State College: B.A Business Administration Supervision and Management

RELATED COURSES

Section 508: Trusted Tester Certified

Udemy: Object Oriented (OOUX) Fundamental Certificate

Coursera: Google - UX Design Professional Certificate