

## Experience

### HumanIT Solutions, UI/UX Designer | Remote (2021–Current)

Currently working on design efforts for CALM, an internal acquisition and contracting platform built in Appian for the Centers for Medicare & Medicaid Services (CMS).

- Led design of complex features and end-to-end workflows, driving continuous improvements across core product areas to enhance usability and system cohesion (Adobe XD, Appian).
- Planned and conducted usability testing and UX research, synthesizing qualitative and quantitative insights into actionable recommendations adopted by stakeholders (Excel, Monday).
- Improved information architecture, accessibility (508), and design consistency across the platform, contributing to scalable design systems and evolving UX operations practices (NVDA).

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### ECS Federal, Creative and UI/UX Designer | Washington, DC (2019–2021)

Designed marketing, communications, and internal web experiences for federal clients, primarily supporting the CTO Directorate at the U.S. Department of Homeland Security (DHS).

- Led development and rollout of CTO branding across digital and print materials, including newsletters (GovDelivery), employee resources (Adobe Illustrator), and presentation templates (PowerPoint).
- Designed and implemented internal web and intranet experiences, including an employee portal and informational sites (Confluence, SharePoint).
- Collaborated with cross-functional teams to deliver user-friendly, visually consistent solutions across communications and internal platforms.

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### Salient CRGT, Jr. Graphic Designer | Rockville, MD (2017–2019)

Supported internal communications and web-based projects for federal clients, primarily within the Office of Operations at the U.S. Food and Drug Administration (FDA).

- Conducted website audits focused on content structure, information architecture, and navigation for sections of FDA.gov, providing UX recommendations based on analytics and usability research (Google Analytics).
- Translated user and performance data into UX insights and low-fidelity concepts, including recommendations to improve content clarity and user experience.
- Designed 508-compliant marketing and communications materials for internal engagement initiatives, including digital graphics, presentations, email assets, and intranet content (SharePoint).

## **Kivvit, Design Trainee | Washington, DC (2016)**

Supported branding and marketing campaigns by creating social media graphics, digital ads, and promotional materials, including newsletter design (Adobe Illustrator, Adobe Photoshop, Mailchimp) for clients such as Wynwood Improvement District, USC Gould School of Law, and the National Restaurant Association.

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## **Safari Sundays, Design Intern | New York, NY (2016)**

Assisted in the concept development and production of packaging, branding, and advertising materials for consumer brands including Pepsi, CVS Pharmacy, Pure Leaf, and Quaker.

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## **Education**

**Rochester Institute of Technology | BFA in Graphic Design (2011–2015)**

**Nielsen Norman Group UX Certification (2018)**

**Adobe XD Credential Certification (2020)**

**IxDF - The Interaction Design Foundation Certification (2021)**

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## **Tools**

- Adobe: Illustrator, InDesign, Photoshop, XD, Acrobat
  - Prototyping/Design: Figma, Sketch, Marvel
  - Web Design: WordPress, Sharepoint, Shopify, Appian
  - Newsletter/Email: MailChimp, GovDelivery
  - Microsoft Office: Powerpoint, Word, Outlook, Excel
  - Atlassian Suite: Jira, Confluence
  - 508/Accessibility: NVDA, ANDI
  - Other Tools: Miro, Mural
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## **Skills**

- Languages: Native Spanish and English Speaker
- UI/UX: User Research, Wireframing, Prototyping, User Testing, Component Library
- HTML/CSS
- Brand Development
- Print/Layout Design
- Digital Advertisement
- Agile