

Dominique Scott

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SUMMARY

I am a human-centered designer committed to creating digital experiences that are both visually appealing and easy to use. With over 10 years of experience in customer experience, I conduct thorough user research and embrace an empathy-driven design approach. This approach enables me to understand users' needs better and enhance their daily interactions, making them more enjoyable. My goal is to simplify life through meaningful design.

WORK EXPERIENCE

Customer Experience Team Lead

Jan 2023 - Present

Porsche Experience Center Los Angeles, Carson, CA

- Acted as a key point of contact between clients and the Porsche Experience Center, effectively managing incoming inquiries and optimizing the booking process within the online system.
- Ensured an exceptional customer experience by consistently welcoming guests and addressing their needs, fostering customer satisfaction and loyalty.
- Delivered in-depth insights to high-profile clients seeking to explore the Porsche brand and its vehicles, enhancing their overall experience.
- Led training and onboarding for new team members, equipping them with essential processes and procedures to enhance operational efficiency and customer engagement in daily activities.

Web Designer

Apr 2025 - Nov 2025

The Building Hope Project, Hawthorne, CA

- Spearheaded a comprehensive rebranding and UX redesign for The Building Hope Project, enhancing the organization's visual identity to align with its mission of empowering young Ugandan children through quality education.
- Created cohesive brand assets, including a redesigned logo, updated color scheme, and consistent typography, resulting in a unified brand presence that resonates with donors and stakeholders across digital platforms.
- Reengineered website architecture and navigation to optimize user experience, improving user flow and emphasizing key initiatives, such as "Donate Now" and "Get Involved."
- Conducted user research and stakeholder interviews to gather insights from donors, board members, and staff, validating information architecture and accessibility features, which led to clearer messaging and a streamlined content strategy.

UX Designer

Apr 2023 - May 2023

Homecook, Los Angeles, CA

- Conceptualized and developed a B2C mobile application that empowers users to create meals based on available home ingredients.

- Led the complete design process for the recipe-generating user flow within a tight 6-week timeline, utilizing Figma for brainstorming, wireframing, prototyping, and iterative user testing.
- Conducted user research with a focus group of 16 participants, gathering insights to enhance and refine initial design concepts based on user feedback.
- Managed project tasks and milestones in Asana, ensuring timely delivery and upholding quality standards throughout the development cycle.

UX Designer

Mar 2023 - Apr 2023

LA Metro, Los Angeles, CA

- Initiated a concept project for the LA Metro Transit app, introducing a digital tap card to simplify the ticketing process and boost passenger confidence.
- Designed a complete user flow for the transit app within 4 weeks, leveraging Figma to conduct user research, create wireframes and prototypes, and iterate through user testing.

Customer Experience Team Lead

Apr 2019 - May 2022

Verishop, Santa Monica, CA

- Led cross-functional stakeholder meetings to align team goals and drive collaborative problem-solving for B2B customer experience solutions.
- Designed and facilitated onboarding processes for creators and stylists, using targeted outreach strategies to recruit talent and enhance program engagement—contributing to a 200% increase in monthly sales.
- Monitored and analyzed key performance indicators (KPIs) for the stylist program, using data insights to optimize workflows and improve overall program effectiveness.

SKILLS

Technical: Figma, Adobe Creative Suite, Framer, Canva, HTML/CSS (working knowledge), JavaScript (working knowledge)

Design: Information Architecture, User Research, Wireframing, Usability Testing, Prototyping, Presentation, Design System, Responsive Web, Interactive Design

Collaboration: Asana, Slack, Notion, Monday, FigJam, Miro, Trello

EDUCATION

Bethel School of Technology

UX/UI Bootcamp Program

[Ranked top UX/UI bootcamp by Fortune](#)

GPA: 3.9