

Dominique Scott

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WORK EXPERIENCE

Product Designer

April 2025 - Present

The Building Hope Project, Hawthorne, CA

- Led full rebrand and UX overhaul for The Building Hope Project, refreshing the organization's visual identity and positioning to better reflect its mission to empower young Ugandan children through quality education.
- Developed cohesive brand elements, including revamped logo, updated color palette, and consistent typography—creating a unified brand that resonates with donors and stakeholders across digital platforms.
- Redesigned website architecture & navigation, improving user flow to highlight key initiatives and increase clarity around action paths like “Donate Now” and “Get Involved”.
- Conducted user research and stakeholder interviews, gathering insights from donors, board members, and staff to validate information architecture and accessibility features—resulting in clearer messaging and a streamlined content flow.

Customer Experience Coordinator

January 2023 - Present

Porsche Experience Center Los Angeles, Carson, CA

- Serve as the liaison between guests and the Porsche Experience Center by managing all incoming guest inquiries and facilitating bookings through the online system.
- Ensure a positive first impression by consistently welcoming and meeting customer needs, resulting in customer satisfaction and loyalty.
- Provide comprehensive information to high-profile clientele interested in gaining a deeper understanding of the Porsche Brand and its vehicles.
- Lead and train all new hires, guiding them through the processes and procedures essential for day-to-day operations within the role.

UX Designer

April 2023 - May 2023

Homecook, Los Angeles, CA

- Designed and developed a B2C mobile app concept focused on helping parents create meals using ingredients they already have at home.
- Led the end-to-end design of a recipe-generating user flow within 6 weeks, utilizing Figma for brainstorming, wireframing, prototyping, and iterative user testing.
- Conducted user research through a focus group of 16 participants, gathering feedback to refine and improve early design concepts based on real user insights.
- Coordinated project tasks and milestones using Asana, ensuring on-time delivery and maintaining a high standard of quality throughout the development cycle.

UX Designer

March 2023 - April 2023

LA Metro, Los Angeles, CA

- Initiated a rebranding and feature enhancement 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

April 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.

Graphic Designer

January 2019 - Nov 2022

Kingdom Culture, San Bernardino, CA

- Designed compelling visual assets for social media, marketing, and internal communications, enhancing user engagement and brand consistency.
- Utilized Adobe Photoshop, Illustrator, and Canva to efficiently produce over 100 design projects, refining skills in visual hierarchy, layout, and user-centered design.
- Focused on creating clear, impactful graphics that guide user attention and support overall communication goals.

SKILLS

Technical: Figma, Adobe Photoshop, Adobe Illustrator, Framer, Canva

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

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

EDUCATION

Bethel School of Technology

UX/UI Bootcamp Program

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

GPA: 3.9