

# Charlotte Jones

UX Designer | User Experience | Collaborative Design

With over 7 years of UX design experience and a Master's in Interaction Design, I excel in user research and prototyping. My most significant achievement includes enhancing user satisfaction rates by 30%. I am eager to contribute my expertise in user-centered design to craft exceptional digital experiences.

## WORK EXPERIENCE

**Senior UX Designer** 04/2021 – Present  
Adobe Systems San Jose, CA

- Conducted comprehensive user research and usability testing involving over 100 participants, resulting in a 30% enhancement in user satisfaction scores across our product suite.
- Designed over 25 wireframes and prototypes for various projects using tools such as Figma and Sketch, enhancing the user interface efficiency by 40%.
- Collaborated cross-functionally with product managers and developers to define user interface requirements, leading to a 50% decrease in design revisions over six months.
- Developed and maintained a cohesive design system that streamlined the branding across 15 products, resulting in a more unified customer experience.

**UX Designer** 06/2018 – 03/2021  
IBM Austin, TX

- Led user-centered design projects with an emphasis on usability, increasing user task success rates by 35% reliably throughout the year.
- Created interactive prototypes and conducted A/B testing which refined user flows, decreasing onboarding time by 20% and enhancing user adoption.
- Maintained and updated a style guide for our digital products, contributing to a 30% increase in design consistency across web and mobile platforms.

## EDUCATION

**Master of Interaction Design** 01/2018 – 01/2020  
University of Texas at Austin Austin, TX

**Bachelor of Graphic Design** 01/2016 – 01/2018  
Rice University Houston, TX



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## PROJECTS

### Community Feedback Platform

Contributed to an open-source community feedback platform that allows users to submit and track feedback effectively.

GitHub link: [github.com/community-feedback](https://github.com/community-feedback)

### Personal Finance Dashboard

Participated in developing a personal finance dashboard to visualize budgeting and spending, resulting in a practical tool for users.

GitHub link: [github.com/personal-finance](https://github.com/personal-finance)

## TECHNICAL SKILLS

UX DESIGN

USER RESEARCH

PROTOTYPING

ADOBE XD

WIREFRAMING

FIGMA

## TRAINING & COURSES

### Advanced User Experience Design

Completed an advanced course on UX design principles, focusing on user research methods and usability testing through Coursera.

### Interaction Design Specialization

Successfully completed a specialization in Interaction Design, offered by the University of California, focusing on complex design challenges.

## KEY ACHIEVEMENTS

### Increased User Satisfaction

Led a project which redesigned an application interface, boosting user satisfaction rates by over 30% within three months after deployment.

### Streamlined Design Processes

Implemented new design processes in collaboration with product teams that reduced overall project turnaround time by 20% in 2022.

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Warm regards,

**Volen Vulkov**

Co-Founder

