VALERIA **VOLUNTERIO**

UX and UI Designer

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PROJECTS

UX Designer and Front End Developer

NPS: Pacific Northwest App Redesign   Aug. 2023 - Apr. 2024

- Collaborated and led a 5-person cross-disciplinary team in an Agile environment.
- Ideated and planned redesign for the National Parks app. Conducted user research to identify 6 essential features and 4 critical pain points.
- Devised a comprehensive brand design guide. Revised information architecture to optimize journey mapping by 50%.
- Communicated with and involved researchers and developers in the high-fidelity prototype to streamline task hand offs. Coordinated front and back-end development.

UX Design & Project Lead

Assured Co-Op   Aug. 2022 - Dec. 2022

- Led a team of 4 to ensure collaboration and achieve project objectives.
- Managed the design, research, and prototyping for a service that connects underinsured students to discounted medical services.
- Researched user interest. Reduced Task Completion Time by 80% against competitor, advocated for User Experience.
- Evaluated interface interaction with usability tests and applied research data to iterate on the design resulting in a 200% increase in positive feedback and a decrease in user errors.

WORK

Captioning Assistant

Captel Service Specialists   Feb. 2021 - Present

- Ensured positive user experience by producing live telephone captions for individuals with hearing impairments while maintaining at least 95% accuracy. Facilitated effective communication during critical moments.
- Adhered to government regulations to guarantee uninterrupted and compliant communication. Prioritized clarity and readability in captioning to accommodate diverse user needs and preferences.

EDUCATION

B.A. Digital Media - Web and Interactive Media

University of Central Florida

Jan. 2022 - May. 2024   GPA 4.0

A.A. Digital Media

Seminole State College

Jan. 2019 - Dec. 2020   GPA 3.4

SKILLS

Design

Figma	Wireframes
Sketch	Prototypes
Adobe XD	Accessibility
Illustrator	Responsive Design

Research

Persona	Contextual Inquiry
Surveys	Journey Mapping
User Interview	Competitive Analysis
Usability Testing	Heuristic Evaluation

Development

HTML/CSS	Git
JavaScript	WordPress
React.js	PHP

CERTIFICATIONS

Google Analytics 4

Dec. 2023