202-445-6188 | www.productwithjuan.info | juan.urrutia@outlook.com | Herndon, VA

JUAN URRUTIA

SUMMARY

A skilled designer excelling in collaborative problem-solving. My expertise in synthesizing data using user centered approach methods, tools, and AI into impactful solutions that align business and user needs.

KEY SKILLS

- UX Research Facilitation & Synthesis
- Workshop Facilitation & Collaboration
- Client & Stakeholder Management
- Visual & Interaction Design using Figma & Adobe CC
- Government Agency Experience

EDUCATION & APPRENTICESHIP

Google Data Analytics Professional Certificate
Coursera Online Program
Expected June 2024

AI/ML in Product Design Professional Certificate
Elvtr Immersive Program
Expected April 2024

User Experience Design Certificate of Completion
GA Immersive Program
February 2019

WDG Program Associate
Microsoft Career Experience
Dec 2016

Associate in Business Administration
Northern Virginia CC
May 2015

WORK EXPERIENCE

UX Architect
Custom Ink | Fairfax, VA
Jan 2022 – November 2023

- Led the redesign of a critical internal tool, facilitating comprehensive usability testing, user interviews, tree testing, and other research methods to transform the way orders are satisfied, resulting in $400k in operating cost savings.
- Utilized discovery efforts to gain a deeper understanding of users and the problem space; enabling close collaboration with stakeholders, leading ideations sessions to translate insights into actionable solutions, leading to a 15% improvement in workflow efficiency.
- Member of a dynamic tiger team focused on innovating and enhancing the UX team's design culture. Led efforts to drive innovation, optimize processes, and provide mentorship, fostering a culture of continuous learning and growth within the UX team.

UX Strategist
ICF International | Reston, VA
May 2021 – December 2021

- Designed user interface for a government online service using design principles to create artifacts that enhance user experiences, resulting in significantly increased user engagement.
- Facilitated user interviews, created research plans, moderator guides, research questions, personas, and recommendation reports.
- Worked with product leadership to research, understand, and communicate user outcomes effectively, advocating for users and clarifying the rationale of the research process.

Product Designer
The Washington Post | Washington, District of Columbia
May 2019 – April 2021

- Spearheaded the redesign of the organization's internal website, resulting in a significant increase in website traffic and engagement.
- Established and maintained a design system, ensuring consistent UI implementation.
- Transformed ideas & research into actionable insights while collaborating with stakeholders, prioritizing a user centered approach within the product lifecycle.