Megan Garcia

Product Designer

CONTACT

Portfolio
www.megan-garcia.com

LinkedIn
www.linkedin.com/in/MeganGarcia-UX/

Email
MeganGarcia2024@gmail.com

Phone
603-546-5617

EDUCATION

Human-Centered Computing, B.S.
Rochester Institute of Technology
Jan 2022 - May 2024

New Media Design, B.F.A.
Rochester Institute of Technology
Aug 2020 - May 2024

CERTIFICATIONS

Google UX Design Professional Certification
Coursera x Google
December 2024

Present with Impact
Dale Carnegie
September 2024

Crucial Conversations for Mastering Dialogue
Crucial Learning
September 2024

Product Management Foundations
Product Institute
September 2024

Professional Scrum Master I
Scrum.org
December 2023

EXPERIENCE

Experience Design TLDP   June 2024 - Present
Johnson & Johnson - Raritan, NJ

- Led 6-month UX redesign of Chain of Identity/Custody (COI/C) product, improving workflow navigation and task efficiency.
- Reduced training deck size by 156% and word count by 270%, enhancing maintainability and user learning.
- Developed dynamic service blueprint template eliminating manual rework; adopted company-wide with 14,000+ uses and accelerated creation of 12+ blueprints.
- Redesigned global survey distribution process, addressing communication gaps and privacy regulations, driving 194% higher response rate and improved usability (+1%) and usefulness (+7%).

Experience Design Co-op   Jun 2023 - May 2024
Johnson & Johnson - New Brunswick, NJ

- Developed new design system based on Fantasy and Wolff Olins' 2023 brand redesign of JNJ.com on a team of three.
- Transformed existing legacy design system from UXPin to Figma and provided comprehensive training for four employees in design principles and prototyping using Figma.
- Built Inclusive Digital Experience Hub on SharePoint to house internal and external accessibility protocols and design guidelines based on WCAG 2.1 guidelines and industry best practices.
- Led fourth installment of Figma training series, supporting Experience Design chapter's goal of 90% proficiency.

Marketing & Web Specialist Co-op   Jan 2022 - Aug 2022
RIT University Center - Rochester, NY

- Increased following and engagement on Facebook, Instagram, LinkedIn, and Twitter by over 12,000%.
- Redesigned and maintained RIT K12 website on the content management system Drupal.
- Hosted and facilitated a biweekly, 10-week community-building workshop series for 200 students.

User Interface & Experience Intern   Jun 2020 - Jun 2021
Radix Labs - Remote

- Created two medium-fidelity prototypes for an automation and a scheduling SaaS product on Figma, while collaborating with a ten-person software development team to enhance existing product workflows based on user research and industry best practices.
- Leveraged market research to identify two opportunities for expanding product tool-chain.

SKILLS

User Research, User Interface Design, Accessibility, User Journey Mapping, User Persona Development, Micro-interactions, Branding, Heuristics, HTML, CSS, JavaScript, Management, Public Speaking.

SOFTWARE

Figma, Jira, Mural, VS Code, PowerPoint, Illustrator, Photoshop.