

# Roderick Wilkins Jr, M.S

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## SUMMARY

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Senior UX Designer with 6+ years of experience leading research, wireframing, prototyping, and accessibility for enterprise-scale products. Proven success improving usability and reducing friction for 10M+ users while shaping scalable design systems and mentoring cross-functional teams. Portfolio available at [rwilkins.io](https://www.rwilkins.io/).

## TECHNICAL SKILLS

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**UX Research:** Usability Testing, User Interviews, Journey Mapping, Heuristic Evaluations, A/B Testing

**Design:** Wireframing, Prototyping, User Flows, Task Flows, Information Architecture, Interaction Design, Accessibility (WCAG 2.2), Design Systems

**Tools:** Figma, FigJam, Sketch, Adobe Creative Cloud, Jira, Confluence, User Testing Platforms

**Collaboration:** Cross-Functional Communication, Stakeholder Alignment, Mentorship, Workshop Facilitation

## PROFESSIONAL EXPERIENCE

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**Bank of America, Charlotte, NC**

Feb 2025 – Present

### Senior User Experience Designer

- Led end-to-end redesign of enterprise Account Overview applications serving 10M+ users from wireframes and prototypes through usability testing, reducing friction and improving accessibility compliance (WCAG 2.2)
- Drove accessibility remediation across four client-facing platforms, lowering legal risk while expanding inclusive design adoption across product teams
- Facilitated design reviews and mentored junior designers, increasing team efficiency by 30% through improved documentation, design specs, and standardized handoff practices
- Partnered with product, engineering, and compliance stakeholders to streamline workflows, increasing user task success by 25% through evidence-based UX changes

**Bank of America, Charlotte, NC**

Jun 2021 – Feb 2025

### Associate User Experience Designer

- Designed and iterated enterprise web and mobile flows, reducing user errors and call center inquiries by 20% through usability testing and design refinements
- Contributed to the Helix Design System by creating new UI patterns (progress trackers, form layouts) adopted across multiple lines of business for scalable, consistent experiences
- Conducted moderated usability tests, heuristic evaluations, and competitive analyses that directly informed high-visibility product decisions
- Improved cross-functional delivery timelines by 50% through better design documentation and collaborative sprint planning with product and engineering

**BuzzTrek LLC Start-Up, Remote**

Mar 2019 – Jun 2021

### UX Designer / Co-Founder

- Led the full UX process for a student resource app by conducting user interviews, defining personas, mapping journeys, and designing 50+ wireframes and interactive prototypes in Figma
- Facilitated testing and iterations that optimized onboarding and task completion flows, resulting in a successful launch with 100+ active users in the first week
- Collaborated with developers to ensure design feasibility by creating style guides and interaction specs that improved development handoff efficiency

## EDUCATION

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**M.S. Digital Media Arts & Engineering**, Magna Cum Laude – Louisiana State University

**B.S. Information Technology**, Magna Cum Laude – Florida A&M University