

Briana Borrero

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UX-focused professional with 3+ years of experience improving digital experiences in government compliance environments. Completed advanced UX certification while leading user interface overhauls that enhanced system usability and stakeholder satisfaction. Managed confidential information along with enriching data systems across legal compliance & healthcare settings. Skilled at overseeing site development and design handoffs within deadline-driven tech environments. Combines meticulous attention to detail with strong organizational skills & background in criminal justice to promote operational efficiency. Eager to leverage experience and apply insights within gaming, healthcare, and sports industries.

Core Competencies:

UX/UI Design | Branding Development | Data Integrity & Security | Program & Policy Design | Audit Coordination | Criminal Justice & Investigative Services Knowledge | Full Cycle Project Management | Strategic Planning | Process Improvement | Reporting & Documentation | Confidentiality & Sensitive Information Handling | Regulatory Compliance | Emerging Technologies Integration | Technical & Clerical Support | Partnership Building | Written & Verbal Communication | Cross-Cultural Team Collaboration | Highly Adaptable & Flexible | Self-Starter & Ability to Work Independently

UX PROJECTS

SNEHA, INC | Website Redesign & User Experience Audit

- **Research Methods:** Competitive Analysis, Secondary Research, Stakeholder Interviews, Affinity Mapping
- **Outcome:** A stark increase in user friendliness, a refreshed aesthetic, and user engagement.
- **Role:** Market Research, User Research, User Flows, Wireframing, Prototyping, Usability Testing
- **Design Tools:** Figma, Miro, FigJam, Maze.co

DocFinder | End-to-End Application

- **Research Methods:** Competitive Analysis, Secondary Research, User Interviews, Affinity Mapping
- **Outcome:** The DocFinder app allows adults to personalize their care with specified care preference filters and increase the likelihood of a positive care experience.
- **Role:** Market Research, User Research, Information Architecture, User Flows, Wireframing, Prototyping, Usability Testing
- **Design Tools:** Figma, ClaudeAI, Miro, Whimsical

Call of Duty Accessibility | Game Accessibility Redesign

- **Research Methods:** Competitive Analysis, Secondary Research, User Interviews & Surveys, Affinity Mapping
- **Outcome:** A practical feature that alleviates the challenges faced by gamers with color blindness in the FPS space, particularly within the Call of Duty franchise.
- **Role:** Market Research, User Research, UI Design, Usability Testing
- **Design Tools:** Figma, Miro

PROFESSIONAL EXPERIENCE

Program Associate | Impact Justice (PREA Resource Center) – Washington D.C.

04/2022 – Current

- **Career Progression:** Advanced from Administrative Assistant to Program Associate in the span of two years, driving strategic redesigns to continuously improve system security & functionality in high-stakes legal compliance environment.
- **Operational Efficiency & Data Integrity:** Managed complex case & audit queue, implementing triages that optimized response times while upholding confidentiality. Oversaw operation of key systems & tools like Salesforce, Confluence, Figma, and DOJ-mandated Online Audit System. Updated OAS User Guide & PAQ Forms, consolidating over 1,5K DUO Authentication Licenses.
- **User Experience (UX) Leadership:** Spearheaded overhaul of Online Audit System's interface, collaborating with software developers and contractors to elevate usability & accessibility along with improving overall stakeholder satisfaction.
- **Project Management Acumen:** Orchestrated end-to-end project management cycles, including resource allocation, budget oversight, as well as timeline coordination to guarantee successful implementation of critical initiatives.
- **Stakeholder Engagement & Partnership:** Served as principal liaison with external software development teams, securing integration of technical specifications besides fostering productive partnerships that propelled program expansion.
- **Technical Support:** Delivered technical training to elevate system fluency across diverse user groups. Represented team in interactions with site software development contractors, ensuring alignment with project goals & technology standards.

Wellness Clinic Health Screener | Aveanna Healthcare – New Haven, CT

09/2021 – 12/2021

- Directed daily activities at community testing site, providing precise assembly of test sample kits, efficient workflow, alongside compliance with Department of Public Health standards. Initiated trainings for all new employees, uplifting team competency.

- Promoted excellent patient experiences from registration through testing, emphasizing compassionate interaction & detailed medical documentation. Mastered data entry tasks that supported accuracy of patient records & lab results processing.

*Additional **two years** of experience in **customer service/retail**, contributing to team training, logistics & inventory management, while surpassing projected daily sales goals. Skilled at creating positive consumer experiences, handling (cash) transactions, as well as upholding overall organized front-end operations. Developed strong communication & multitasking abilities by consistently supporting service flow.*

EDUCATION & PROFESSIONAL DEVELOPMENT

UX Design Courses | Designlab (UX Academy) – Remote | 09/2023 – 04/2025

Bachelor of Criminal Justice, Concentration: Investigative Services | University of New Haven – West Haven, CT | 2021

GPA: 3.39/4 | **Awards:** Presidential Scholarship Award, Dean's List Fall '17, Spring '20 & '21 | **Member,** Alpha Lambda Delta Honor Society

Intern | Passaic County Prosecutor's Office – Totowa, NJ

07/2021 – 08/2021

- Supported lead prosecutors in case development, including evidence & report management for Major/SVU cases. Conducted cyber forensic phone analyses & assisted in witness, suspect, along with victim interviews to aid investigative processes.
- Leveraged digital productivity tools to create trial case projects, maintaining accuracy & structure in all legal documentation.

TECHNICAL SKILLS

Webflow | Figma | Salesforce | Confluence | Jira | Slack | Asana | Online Audit System (DOJ-mandated, PREA) | Excel Record Management | Digital Registration Systems | Cyber Forensic Phone Dump Analysis | DUO Authentication | Microsoft Office & Google Suite

COMMUNITY INVOLVEMENT

*Created supportive environments for **freshmen with disabilities** by **volunteering with DREAM Orientation** at University of New Haven. Gained specialized training in adaptive communication techniques, assisting students during move-in & easing transition to campus life.*