

# Steve Dillon — Product Designer

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Creative, problem-solving Product Designer with more than six years' experience working with industry leaders, agencies, and start-ups. Skilled in collaborative design, working with cross-functional software development teams, and stakeholders to deliver user centered products for web and mobile platforms.

## Work Experience

### Product Designer

Dictionary.com

**Sep 2021 — Present**

Oakland, CA — Remote

- Create user flows, design wireframes, mockups and prototypes for company's flagship products.
- Led Product Design efforts and worked with cross-functional teams to create a new EDTech product.
- Conduct user research, UX Benchmark, and usability tests to validate designs and collect user feedback.
- Integrate existing design library with MUI design system; update components and bulk generate styles.

### UI Designer

CentralSquare Technologies

**Apr 2021 — Sep 2021**

Lake Mary, FL — Remote

- Worked closely with cross-functional software development teams to deliver user centered products. Created interaction patterns, workflows, screens and reusable UI components.
- Conducted UX Research, internal interviews, usability tests; analyze and report results.
- Audited / maintained existing Design System and review requests to add additional components.

### Visual Designer

Superior Court of Orange County

**Nov 2019 — Apr 2021**

Santa Ana, CA — Remote

- Designed custom maps for way finding monitors for five Justice Centers translated into three languages.
- Built public facing web pages to host COVID-19 response procedure documents to comply with applicable state requirements (HTML, CSS, JS, jQuery).
- Migrated Human Resources' On-Premise SharePoint websites (5) to SharePoint Online.
- Developed first court brand guide; created visual designs for internal/external communication and public facing projects.

### Visual Designer — part of a RIF

OnScale, Inc.

**Feb 2019 — Nov 2019**

Redwood City, CA — Remote

- Collaborated on UX/UI update for a new version of Company's flagship SaaS product.
- Redesigned corporate website ahead of \$10M Series A round of funding led by Google & Intel.
- Re-branded YouTube channel doubling subscribers, increased views by 50% and watch time by 84%.
- Creative direction / strategic input for all website designs, digital marketing, and multimedia/video.

### Web Designer

Saratech

**Apr 2018 — Feb 2019**

Mission Viejo, CA

- Redesigned, maintained and SEO optimized two company WordPress websites to improve UX/UI.
- Conducted UX Research, internal interviews, and usability testing.
- Integrated website form submission with Salesforce CRM to improve UX and streamline lead generation.
- Migrated websites to new hosting server saving the company an estimated \$8,000/annually

## Work Experience Cont'd

### Web Designer

Mar 2017 — Apr 2018

KWSM Digital Agency

Aliso Viejo, CA

- Quantitative and qualitative user research, usability testing, heuristic & competitive analysis for website redesign projects.
- Created mockups, prototypes and developed designs into SEO optimized websites using WordPress.
- Consulted with clients to determine business pain points, goals and design vision for new websites.
- Setup hosting and provided troubleshooting, site maintenance, and backup services.

### Web / Graphic Designer — Contractor

Nov 2016 — Mar 2017

Harcourts Prime Properties

Aliso Viejo, CA

- Created web / graphic designs, and marketing collateral for 60+ real estate agents.
- Managed / posted to social media ads and channels.
- Created and executed email marketing campaigns.
- Conducted photo shoots; edited and retouched images.
- Prepared photos and design work for printing.

### Digital Media Specialist — Contract

Jun 2016 — Oct 2016

Toshiba America Medical Systems

Lake Forest, CA

- Designed interactive web content, app icons, HTML emails, web banners, GIF ads.
- Created instructional infographics for mobile apps
- Managed iOS updates and device distribution for Toshiba product mobile apps with Xcode.

### Web Design Intern

Mar 2016 — Jun 2016

Source Enterprises

Aliso Viejo, CA

- Created custom WordPress websites for company's various marketing websites.
- Designed mockups, wireframes, and prototypes with Adobe XD.
- Presented designs to stakeholders to compare design solutions to business goals
- Developed, prepared, and resized various website assets for use across websites.

## Design Skills

- UX/UI Design
- Design Thinking
- Visual Design
- Advanced Prototyping
- Interaction Design
- Wireframing / Mockups
- Information Architecture
- Product Strategy
- User Experience

## Research Skills

- Qual & Quant Research
- Usability Tests & A/B Testing
- User Testing / User Interviews
- User Personas / User Flows
- Journey Mapping
- Card Sorting & Tree Testing
- Competitive Analysis
- Heuristic Analysis
- Google Analytics / Search Console

## Technical / Coding Skills

- Figma, Sketch, Adobe XD, Miro
- Adobe Creative Suite
- Framer, Principle, After Effects
- Cinema 4D
- Jira, Confluence
- Advanced HTML / CSS
- Basic JavaScript / jQuery
- Light back-end experience
- GitHub

## Education

**Master of Fine Arts**, Interaction & UI/UX Design, Academy of Art University, 2018

**UX/UI Design Certificate**, University of California Irvine, January 2021

**Front-End Web Developer Certificate**, FE Web Dev Program, Bloc, 2017

**Bachelor Degree**, Studio Art, University of New Hampshire, 1998

**Student Exchange Program**, Studio Art, University of Guam, 1995