

Steve Dillon — UX Designer

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Creative, problem-solving, UX Designer with more than seven 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

UX Designer

Amazon Web Services, AWS

Aug 2022 — Present

Seattle, WA — Remote

- Led UX Design process with newly formed Product Team on high priority project that met '23 KingPin goal.
- Re-imagined and simplified complex systems for technical content review user experience.
- Conducted heuristic analysis and usability studies of new CMS platform used by 300+ content creators.
- Hosted workshops to gather user pain points and increase collaboration within cross-functional team.

Product Designer

Dictionary.com

Sep 2021 — Jul 2022

Oakland, CA — Remote

- Created 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.
- Conducted user research, UX Benchmarking, usability studies to collect user feedback and validate designs.
- Integrated existing design library with MUI design system; updated components and styles.

UX/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.
- Conducted UX discovery, research, user interviews, usability tests; analyzed and incorporated into designs.
- Created interaction patterns, workflows, screens and reusable UI components.
- 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.

Work Experience Cont'd

Web Designer

Apr 2018 — Feb 2019

Saratech, Inc.

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

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 — Contract

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.

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 Studies & 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 (MFA), 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 (BA), Studio Art, University of New Hampshire, 1998

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