

Tye Robinson

Senior User Experience (UX)/User Interface (UI) Product Designer

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Professional Summary

Results-driven Senior User Experience (UX)/User Interface (UI) Product Designer with extensive experience in user experience design, user interface design, and product development. Skilled in leading design teams to deliver digital solutions from concept to launch, with expertise in user research, prototyping, and usability testing. Proficient in Figma, Adobe Creative Suite, and agile methodologies. Seeking a role to apply my skills in information architecture, interaction design, and visual design to drive user-centered product innovation.

Experience

Senior User Experience (UX) Designer

USAA (Remote)

August 2022 – Present

- Led digital transformation for the Member-Facing Bank App, increasing user engagement and enhancing user experience.

Senior Product Designer

Truist Bank (Remote)

February 2022 – August 2022

- Managed the redesign of the banking web application, reporting directly to senior leadership.

User Experience (UX) Designer

AT&T (Remote)

January 2021 – February 2022

- Conducted user research and usability testing to improve the account recovery process, increasing successful login rates by 25%.

User Experience (UX) Designer

ABM (Remote)

July 2020 – June 2021

- Designed and optimized a COVID cleaning app, improving task completion time by 40%.

Lead User Experience (UX) Designer

Verizon (Remote)

January 2019 – May 2020

- Developed a 5G installation app, streamlining self-installation for customers.

Web Developer & Designer

Gerdau America (Tampa, FL)

August 2019 – January 2020

- Handled corporate websites, booking engine customizations, and client site design and development.

User Experience (UX) Information Architect

Bayer (St. Louis, MO)

July 2018 – August 2019

- Aligned software solutions with business goals and user needs.

UI/UX Architect

Charter Communications (St. Louis, MO)

August 2017 – July 2018

- Designed a dashboard and billing system, conducting user research and creating intuitive interfaces.

User Experience (UX) Web Application Designer

Unisys (St. Louis, MO)

August 2014 – August 2017

- Led design strategy, front-end development, SEO, and project management.

Key Achievements

- Increased user engagement by 30% at USAA through military benefits feature development.
 - Reduced project timelines by 20% via process improvements and mentorship.
 - Improved successful login rates by 25% at AT&T through account recovery optimization.
 - Enhanced task completion time by 40% for ABM's COVID cleaning app.
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Core Skills

User Experience (UX) Design | User Interface (UI) Design | Information Architecture (IA) | Interaction Design | User Research | Usability Testing | Prototyping | Wire framing | Visual Design | Responsive Design | Design Thinking | Accessibility (508)

Technical Proficiency

Adobe Suite | Figma | Balsamiq | Web/UI Development | Databases | Power BI | SharePoint | Artificial Intelligence (AI) for User Experience (UX) Design

Project Management

Agile | Project Management | Stakeholder Management | Cross-functional Collaboration | Leadership | Time Management | Problem-Solving | Presentations

Soft Skills

Communication | Teamwork | Analytical | Critical Thinking | Detail-Oriented

Education

Bachelor of Science in Mass Communication
Southwestern Illinois University, Edwardsville

References: Available upon request