

Esdras Jean Pierre

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UX Designer

OBJECTIVE

To leverage my passion and experience in innovative user-centered design, executing end-to-end product development to create seamless user experiences across diverse platforms and enterprise solutions.

CAREER HIGHLIGHTS

- ◆ Led the end-to-end redesign and implementation of The Home Depot's marketing campaign platform, enhancing user experience and increasing campaign creation for both internal and external users through improved user flows.
- ◆ Streamlined user access to triggered elements by designing an efficient left navigation solution at Centene Corporation, utilizing user research and journey mapping to inform design decisions.
- ◆ Drove a 15% increase in user satisfaction at Mentor Me Collective by leading website redesigns, employing user-centered design principles, wireframing, prototyping, and usability testing to enhance platform usability.

KEY SKILLS

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|------------------------|-----------------------------|----------------------------------|
| ✓ User-Centered Design | ✓ Interaction Design | ✓ Cross-functional Collaboration |
| ✓ User Research | ✓ Prototyping & Wireframing | ✓ Agile Methodologies |
| ✓ Usability Testing | ✓ Information Architecture | ✓ Journey Mapping |

EXPERIENCE

Centene Corporation *UX Designer*

03/2023 – 02/2024

- ◆ Utilized information architecture practices to structure the system's error messaging feature, providing users with clear guidance and improving problem-solving abilities and communication with support by 3%.
- ◆ Conducted user research, prototyping, and iterative testing to design and deploy key UX features, including a navigation away dialog, back button functionality, and enhanced unsaved changes alert.
- ◆ Delivered user flows, wireframes, prototypes, and specifications to stakeholders such as business analysts, developers, and product managers; ensuring alignment with business and user needs through iterative design.

The Home Depot *UX Designer*

11/2021 – 10/2022

- ◆ Leveraged qualitative and quantitative research, usability tests, and interactive prototypes to design and implement the THD filter capability to the enterprise campaign marketing platform, increasing daily user productivity by 2%.
- ◆ Designed and launched the THD design system web platform, utilized agile methodologies to manage timelines and cross-functional collaboration, delivered detailed guidelines for seamless component integration and a cohesive user experience.

Mentor Me Collective *Sr. UX Designer*

01/2021 – 11/2021

- ◆ Led user research initiatives, including in-depth user interviews, usability testing, and accessibility evaluations to inform design decisions, resulting in a 30% enhancement in overall website performance and user satisfaction.
- ◆ Designed responsive web solutions that improved efficiency by 10%, leveraging key UX skills such as user flows, A/B testing, and iterative design, while collaborating with cross-functional teams to convert complex challenges into actionable outcomes.
- ◆ Created and tested interactive prototypes to refine and iterate on design concepts, integrating a user-tracking feature for job applications to enhance usability and functionality.

Hertz Corporation *Team Manager*

10/2017 – 04/2020

- ◆ Managed and led a team of 20, optimizing daily operations, improving customer service efficiency, and increasing overall team productivity by implementing streamlined workflows and performance tracking systems.
- ◆ Coached and onboarded new hires - improving staff performance and operational efficiency by implementing training programs, setting clear objectives, and fostering a customer-focused work environment.

Pension Benefits Guarantee Corporation *Pension Manager*

07/2014 – 02/2017

- ◆ Managed the entire Chardon Rubber Company retirement plan consisting of 1000+ participants, increased participant satisfaction by 8% and payment processing by 5%.

TOOLS

Design Software: Figma, Sketch, Miro, Mural, Adobe Creative Cloud, Jira, FigJam

EDUCATION

User Experience Designer Certification– General Assembly

Bachelor of Fine Arts in Visual Effects and Motion Graphics - The Art Institute of Miami, FL

- President, Delta Phi Alpha Sorority