# JUAN MENDOZA

## UI/UX | Web | Frontend | Graphic Designer

JmendozaDesign.com | (210) 274-6128 | jmendozadesign@hotmail.com

## About Me

Driven by a passion for creating exceptional user experiences, I am a UI/UX designer and front-end developer based in San Antonio, TX. With over 11 years of industry and government contract experience, I specialize in crafting intuitive designs for web and mobile platforms. My mission is to continuously elevate digital experiences through efficient and effective design solutions.

## My Skills

**UI DESIGN**

Wireframing and Prototyping
Responsive Design
Web App Design
Mobile Design
Web Design

**UX DESIGN**

User Research and Analysis
Usability Testing
Persona Creation
User Journey Mapping
Information Architecture
User-Centered Design (UCD)
Accessibility (508 Compliance) Design
Heuristic Evaluation
Task Analysis
A/B Testing
User Flow Optimization

**FRONT-END DEVELOPMENT**

HTML
CSS
Javascript
Responsive UI for Web and Mobile
Bootstrap Framework
WordPress

**GRAPHIC DESIGN**

Branding/Identity
App Icon Design
Marketing Collateral

## Work Experience

**11 Years of Experience**

**UI/UX DESIGNER**
Jun. 2023 - Current

**FBI - Contractor**
· UX Research and Analysis
· Web App UI Design
· 508 Compliance Design
· Wireframing
· Prototyping
· Heuristic Evaluation

**UI/UX DESIGNER**
Dec. 2022 - Jun. 2023

**Centers for Medicare & Medicaid Services - Contractor**
· UI Design for Web Apps
· UX Research and Testing
· IA Design
· Wireframing
· Prototyping

**UI/UX DEVELOPER**
Oct. 2018 - Nov. 2022

**Accenture Federal Services - Contractor**
· UI Design for Web Apps
· App Icon/Logo Design
· UX Research and Testing
· IA Design
· Wireframing
· Prototyping

**UI DESIGNER MID**
Nov. 2016 - Oct. 2018

**USAA - Contractor**
· UI Design for Mobile Apps
· UI Design for Sharepoint
· App Icon/Logo Design
· UX Research and Testing
· IA Design
· Feature Maps
· Wireframing
· Prototyping
· Collateral Material
· Design for Print

**SENIOR WEB & GRAPHIC DESIGNER**
Sep. 2016 - Nov. 2016

**Boss Creative**
· Front-End Web Design and Development
· Landing Page Design and Development
· Meeting with Customers
· Wireframing
· Branding

**SENIOR WEB & GRAPHIC DESIGNER**
Sep. 2013 - Sep. 2016

**Sharkmatic Advertising**
· Front-End Web Design and Development
· Meeting with Customers
· Website Maintenance and Troubleshooting
· Branding
· Project Proposals and Estimates

## Education

**DIGITAL DESIGN - WEB DESIGN**
2011

**San Antonio College**

2009 Phi Theta Kappa Honor Society
2010 Fall Honors
2010 Digital Design Student Exhibition
2011 Spring Honors
2011 Fall President's Honor
2011 Digital Design Student Exhibition
2011 Best Web Interactive Design

November 14, 2022


I have worked with Juan Mendoza for the last four years as the Scrum Master and Quality Lead for the development teams he supported. I worked closely with Juan as he developed wireframes and UI/UX walkthrough videos to guide development of a new React based web application and add new features based on input from our product owners, users, and other team members.

Juan was the sole UI/UX designer on our project, supporting 3 internal development teams as well as fielding requests to support third-party developers that work with our project. Juan's ability to take requirements and input from multiple sources and produce wireframes had a direct impact on the ability of our development team to implement a solution that was both functional and user-friendly. Juan's contributions were crucial to our repeated successful deliveries to our client.  The feedback from our client has been excellent, including "intuitive design", "modern look & feel", and "easy to use".

In addition to providing items for development support, Juan developed icons and logos for various purposes on our project

Juan was a pleasure to work with, always willing to work on any task that he was asked to complete. Juan will make an excellent addition to any team needing a UI/UX professional.

If you have any further questions, please reach out to me at 571-467-5761 or bernadette.robinson@afs.com


Sincerely,

# Bernadette Robinson

Bernadette Robinson
Enterprise Test Lead & Scrum Master
571-467-5751
bernadette.robinson@afs.com

September 12, 2018


To Whom it may Concern:

I'm very pleased to recommend Juan Mendoza for a UI/UX Design position.  Juan worked on a major project in my agile team to design a mobile interface for a Board of Directors Risk Report.  He was instrumental not only in designing the mobile user interface, but more importantly in helping model the user experience around the interaction with the mobile solution.  As the Development Product Owner, I was very impressed with his attention to detail and his passion toward his profession. He never took any shortcuts, always ensuring visualizations where perfectly fitted toward the target consumers and USAA standards were followed.

Outside of his excellent skills, Juan collaborates and gets along very well with other team members.  Juan is a person that is committed to quality, growth, and progress. He has my highest recommendation for a UI/UX Design position.  Please feel free to contact me for any further information.

Sincerely,

*Juan Gonzalez*

Development Product Owner - SmartView
EORM, Chief Risk Office, USAA
9800 Fredericksburg Road, San Antonio, Texas 78288
juanj.gonzalez@usaa.com
(210) 415-5196

To Whom It May Concern:

Juan is one of the most talented designers I have ever had the pleasure of working with. He consistently keeps the user experience in mind while also trying to push design boundaries. Throughout this past year working with Juan he has yet to drop the ball on any project or fail to meet our customer's expectations. In addition, he takes full accountability of each element on the screen and can talk to the WHY those particular choices were made. I can trust him to take the lead on the design/-experience front for any meeting with any customer, no matter the level of visibility. In short, Juan is a key player and we wouldn't have been nearly as successful as we have for the last year without him. He would be an asset to any company, especially USAA.

Sincerely,

Abbey May | Strategic Innovation Director

Claims Innovation, P&C Insurance Group, USAA
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Letter of Commendation:                                                August 23, 2017
Juan Mendoza (Contractor)
Employee ID: Q8104


Subject: Commendation for outstanding professional support for the SmartView
Development


To Whom It May Concern:


On behalf of The SmartView Development Team and Executive Sponsor, Dennis
Gudenau we are submitting this letter to recognize the superior level of design
support provided by Juan over the course of this development.  Juan has consis-
tently gone above and beyond the requirements provided. On numerous occasions
the development called upon Juan to create new design elements for the Smart-
View Mobile App, to include last minute marketing materials announcing new devel-
opments.  Juan's ability to quickly identify and implement important, human cen-
tered design attributes have made him an invaluable part of our development team
and are in keeping with the core values of USAA; Service, Honestly, Loyalty and
Integrity.


Sincerely,

Jay Mullen
Risk Analyst I
Enterprise Operational Risk
United Services Automobile Association

8/24/2017

To whom it may concern,


In October 2016, I assisted in interviews to hire a designer with diverse experience to provide our intranet and employee mobile apps areas with high quality design expertise. This role required a designer with expertise not only in design for web and mobile, but also front-end development experience.

We knew this would be a hard person to find but after numerous interviews and testing Juan Mendoza stood out above all other candidates. Juan's approach to design with a deep knowledge of production methods was ideal for this role.

Since Juan was hired in November 2016 he has migrated 100% to Employee Mobile Apps where he engages with the internal customer and a robust development team to bring design critical-thinking and user-centric methods to our internal mobile apps such as IT HELP, SmartView, XM Multifactor, Visitor Request, and others. From Discovery to implementation Juan's expertise is an asset for understanding needs and requirements and creating architecture and usability documentation to inform the design.

I would recommend Juan for designer role where design-thinking, quality, and efficiency are critical.


Regards,

Lewis Smith
Creative Designer, CDO

8/24/2017

To Whom It May Concern:

I have had the pleasure to see Juan's work over the course of the last seven months at USAA and I have found him to be easy to work with, a team player, and skilled as a User Interface Designer. In particular, his work on the IT Help app from interface design to producing advertising imagery to promote the launch of the App, were memorable and effective. His easy going style and passion for his craft make him a valuable part of the Employee Mobile Apps (EMA) team. I look forward to seeing more of his design work as a full time member of the USAA User Experience group supporting EMA's efforts.

Parrish Ticer

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