JUAN MENDOZA

UI/UX | Front-End | Graphic Designer

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

PROFILE

Experienced UI/UX Designer and front-end developer with over 11 years of industry and government contract experience. Specializing in crafting intuitive designs for web and mobile platforms, I am dedicated to continuously elevating digital experiences through efficient and effective design solutions. My expertise spans diverse sectors including banking, insurance, military, government, and healthcare. Proficient in Adobe Creative Suite, Sketch App, Figma, and InVision, with hands-on experience in HTML, CSS, and JavaScript. Skilled in collaborating with cross-functional teams to develop intuitive interfaces, wireframes, and prototypes. Proven track record in conducting user research and usability testing, ensuring designs meet target audience needs. Experienced in designing for platforms like Salesforce, ServiceNow, Appian, and Pega.

WORK EXPERIENCE

11 Years of Experience

UI/UX DESIGNER

FBI - Contractor   Jun 2023 - Current

- Supported and redesigned the FBI's National Instant Criminal Background Check System (NICS).
- Collaborated cross-functionally to define precise user interface requirements and craft innovative user experiences.
- Conducted comprehensive user research and analysis to discern user behaviors, needs, and pain points specific to the NICS application.
- Developed and executed a strategic vision for user interface designs, including wireframes, prototypes, and specifications.
- Ensured that all design concepts align seamlessly with user needs and mission objectives within the NICS application.
- Analyzed user data and feedback to identify actionable patterns, trends, and insights driving design decisions and enhancements.
- Collaborated closely with developers to ensure accurate and efficient implementation of design concepts.
- Maintained the NICS Design System and Style Guide to uphold consistency and coherence across the application's user interface.

UI/UX DESIGNER

Centers for Medicare & Medicaid Services - Contractor   Dec 2022 - Jun 2023

- Supported and redesigned the CMS Acquisition Lifecycle Modernization (CALM) system.
- Collaborated closely with users to gain insights into business processes and usage of the CALM application, identifying current gaps and pain points.
- Conceptualized the workflow of the CALM application by creating user flows, personas, information architecture, use cases, and user stories.
- Designed both low- and high-fidelity wireframes and mockups to visualize the style and elements for the CALM web application.
- Developed prototypes that seamlessly integrate the conceptualization and design style into development-ready artifacts.
- Presented concepts and prototypes to subject matter experts (SMEs), users, and customers, actively soliciting input and feedback.
- Coordinated usability testing sessions with users, systematically reviewing user experience feedback, and implementing necessary adjustments.
- Collaborated with developers to ensure compliance with 508 accessibility standards, usability guidelines, and best practices, while maintaining a consistent look and feel through intuitive design implementation.

UI/UX DESIGNER

Accenture Federal Services - Contractor   Oct 2018 - Nov 2022

- Supported and redesigned the Air Force's Cyber Command and Control Mission System (C3MS).
- Collaborated with Product Owner, users, and cross-functional teams to understand project requirements, user needs, and technical constraints.
- Redesigned the C3MS application, incorporating dashboards, data visualizations, and interactive tools while ensuring usability, accessibility, and adherence to design principles.
- Developed wireframes, prototypes, and mockups to convey design concepts and gather feedback from stakeholders and end users.
- Facilitated seamless implementation of designs by closely collaborating with developers, providing ongoing guidance and support throughout the development cycle.
- Provided design support across departments, including logo design, web page design, and ServiceNow platform UI design.
- Stayed updated on industry trends, emerging technologies, and best practices in UI/UX design and cybersecurity to continuously enhance design capabilities and deliver innovative solutions.

UI DESIGNER MID
USAA - Contractor   Nov 2016 - Oct 2018

- Contributed to high-performing, cross-organizational teams by applying human-centered design principles to web and mobile applications.
- Participated in the full lifecycle of Employee experience projects, including research, ideation, prototyping, testing, and delivery within an agile, data-informed environment.
- Facilitated cross-functional design sessions and discussions to foster shared understanding and drive collaborative design solutions.
- Developed and maintained design systems and UI components to ensure consistency and scalability across both web and mobile platforms.
- Created low- and high-fidelity wireframes, prototypes, and mockups tailored for mobile and web applications, adhering to platform-specific guidelines.
- Conducted user research and usability testing to gather feedback and iterate on designs for optimal mobile user experiences.
- Provided design support across various departments, including the creation of logos, app icons, posters, and other marketing collateral.

WEB DESIGNER
Boss Creative Agency   Sep 2016 - Nov 2016

- Designed visually appealing, responsive websites and created engaging graphic designs for digital and print materials, ensuring accessibility and brand consistency.
- Collaborated with clients and team members to understand project requirements, develop design concepts, and incorporate feedback for client satisfaction.
- Worked closely with developers to ensure seamless implementation of designs across websites and digital platforms.
- Managed multiple projects simultaneously, prioritizing tasks effectively to meet project deadlines.
- Collaborated with copywriters, photographers, and other creatives to integrate visual and textual elements into design projects.
- Utilized design software such as Adobe Creative Suite (Photoshop, Illustrator, InDesign) to create and edit graphics and layouts, staying updated on industry trends and techniques for continuous improvement.

Web Designer and Front-end Developer
Sharkmatic Advertising   Sep 2013 - Sep 2016

- Conceptualized and executed digital and print advertising products to effectively communicate client messaging and resonate with target audiences, ensuring brand consistency and adherence to standards.
- Designed and developed responsive websites and created graphic designs for various advertising materials, maintaining exceptional user experiences and meeting marketing objectives.
- Collaborated closely with clients to understand objectives, deliver creative solutions, and ensure successful project execution and delivery.
- Developed front-end interfaces using HTML, CSS, and JavaScript to create engaging user experiences, while also customizing WordPress themes and templates to seamlessly integrate designs into websites.
- Managed multiple projects simultaneously, prioritizing tasks effectively to meet project deadlines.
- Stayed updated on design trends, front-end development techniques, and WordPress development best practices to continually improve skills and remain competitive in the industry.

SKILLS

User Interface (UI): Wireframing, Prototyping, Accessibility (508 comp.), Web Design, Mobile Design, Responsive Design, and Design Systems.

User Experience (UX): Heuristic Evaluations, User Research, Information Architecture, User Flows, User-Centered Design, Persona Creation, Journey Maps, and Usability Testing.

Front-End: Responsive Development, WordPress, Bootstrap, HTML, CSS, and JavaScript.

Graphic Design: Logo Design, Branding, Marketing Collateral, and Digital Design.

Software & Platforms: Adobe Creative Cloud, Adobe XD, Sketch, Figma, InVision, Material Design, Appian, Pega, ServiceNow, and Salesforce.

EDUCATION

SAN ANTONIO COLLEGE
San Antonio, TX   2009 - 2011

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, and 2011 Best Web Interactive Design.