

# Esdras Jean Pierre

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## UX Designer

### OBJECTIVE

To leverage my passion and experience for innovative UX design, from planning and executing end-to-end UX/product design to creating seamless user experiences across platforms, product landscapes, 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, leveraging user research and journey mapping.
- ◆ Drove a 15% increase in user satisfaction at Mentor Me Collective by leading website redesigns, utilizing user-centered design, wireframing, prototyping, and usability testing to enhance platform usability.

### PROFESSIONAL EXPERIENCE

#### Centene Corporation *UX Designer*

Mar. 2023 – Feb. 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, and enhanced unsaved changes alert.
- ◆ Delivered user flows, wireframes, prototypes, and specifications to stakeholders such as business analysts, developers, and product managers; using user research and iterative design to ensure alignment with business and user needs.

#### The Home Depot *UX Designer*

Nov. 2021 – Oct. 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, and delivered detailed guidelines for seamless component integration and a cohesive UX.

#### Mentor Me Collective *Sr. UX Designer*

Jan. 2021 – Nov. 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 an interactive prototype to refine and iterate on design concepts, integrating a user-tracking feature for job applications to enhance usability and functionality.

#### Hertz Corporation *Team Manager*

Oct. 2017 – Apr. 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*

July 2014 - Feb. 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 Suite, 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