

Esdras Jean Pierre

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UX Designer

OBJECTIVE

To leverage my passion and experience in user-centered design and product development to create seamless, engaging user experiences that drive business growth and solve complex problems 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 internal and external users through improved user flows.
- ◆ Designed and implemented an intuitive left navigation solution at Centene Corporation, enhancing usability through user research, and user journey while reducing friction and aligning user needs with business objectives for a seamless experience.
- ◆ 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

- ✓ User-Centered Design
- ✓ User Research & Usability Testing
- ✓ Prototyping & Wireframing
- ✓ Heuristic Evaluation & Accessibility (WCAG)
- ✓ Information Architecture
- ✓ Journey Mapping & User Flows
- ✓ Conversational UX & AI-Driven Strategy
- ✓ Design Systems & Pattern Libraries
- ✓ Agile & Cross-functional Collaboration

EXPERIENCE

- The Inspire Agency** *UX Designer* 01/2024 – Present
- ◆ Led UX research and development initiatives, uncovering key user insights that informed design decisions, resulting in a 4% increase in user engagement and improved product usability aligned with business objectives.
 - ◆ Collaborated with cross-disciplinary teams to design user experiences that improved conversion rates by 5%, emphasizing accessibility and navigation improvements.
- Centene Corporation** *UX Designer* 02/2023 – 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
- ◆ Spearheaded the design and implementation of a new filter capability for the enterprise marketing platform, increasing daily productivity by 2%.
 - ◆ Developed and launched a design system web platform to ensure consistent design standards, collaborating with cross-functional teams to align on best practices and deliver a cohesive user experience.
 - ◆ Conducted usability tests and gathered feedback to iterate on designs, enhancing usability and driving platform adoption.
- Mentor Me Collective** *Sr. UX Designer* 01/2021 – 11/2021
- ◆ Led user research initiatives, conducting interviews, usability testing, and accessibility evaluations to inform design decisions, resulting in a 30% enhancement in website performance.
 - ◆ Designed and prototyped responsive web solutions that increased efficiency by 10%, improving user engagement through iterative design and A/B testing.
- Hertz Corporation** *Team Manager* 10/2017 – 04/2020
- ◆ Managed and led a team of 20, optimizing operations with streamlined workflows and performance tracking, while coaching new hires to improve customer service efficiency and team productivity.
- 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, Voiceflow, Claude.ai

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