

Esdras Jean Pierre

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PROFESSIONAL SUMMARY

- UX Designer with 4+ years driving data-informed, user-centered digital experiences across enterprise, healthcare, and retail platforms, consistently delivering measurable outcomes tied to business KPIs.
- Skilled in research-driven design, data-informed decision-making, and design systems, with proven impact in improving navigation, discoverability, and accessibility for large-scale platforms.
- Skilled in cross-functional collaboration, clear communication, and transforming complex workflows into intuitive, high-value experiences that align with business goals and customer needs.

SKILLS & TOOLS

User-Centered Design & Research
Data Analytics & Data-Informed Strategy
Conversational UX & AI-Driven Strategy
Design Systems & UX Patterns
Prototyping & Wireframing

Cross-functional Collaboration
Stakeholder Communication
Information Architecture
Accessibility (WCAG)
Agile Methodologies

JIRA & Confluence
Figma & Figjam
Voiceflow & Claude.ai
Miro & Mural

EXPERIENCE

The Inspire Agency *UX Designer* 01/2024 – Present

- Led research and usability testing, uncovering critical customer pain points and improving engagement by 10% through targeted design solutions.
- Collaborated with cross-disciplinary teams to design and optimize user experiences through improved layout clarity and intuitive navigation flows.

Centene Corporation *UX Designer* 02/2023 – 02/2024

- Optimized error-handling and WCAG-compliant accessibility flows, cutting support requests and boosting customer self-service adoption.
- Designed navigation for a compliance-centric enterprise platform, reducing task completion time and increasing workflow efficiency for 5,000+ daily users.
- Led end-to-end UX process, from discovery research and wireframes to high-fidelity Figma prototypes and usability testing, significantly reducing task abandonment.
- Partnered with cross-functional teams to align design output with product strategy and corporate objectives.

The Home Depot *UX Designer* 11/2021 – 10/2022

- Developed advanced search and filtering capabilities, improving content discoverability and driving higher campaign conversion rates.
- Led redesign of enterprise marketing portal, streamlining campaign creation workflows, accelerating launch speed, and increasing campaign success KPIs.
- Built scalable design system guidelines ensuring visual cohesion, accessibility compliance, and efficient developer handoff.
- Collaborated cross-functionally to align platform evolution with enterprise roadmap, product requirements, and customer needs.

Mentor Me Collective *Sr. UX Designer* 01/2021 – 11/2021

- Directed end-to-end website redesign, improving navigation clarity, reducing task completion time, and raising overall usability scores.
- Conducted iterative research and A/B testing, boosting engagement by 15% for students and professionals.
- Established design patterns and accessibility practices that simplified onboarding and discovery flows.

Hertz Corporation *Team Manager* 10/2017 – 04/2020

- Managed and coached a team of 20+ employees, implementing workflow optimizations that improved service speed and satisfaction.

Pension Benefits Guarantee Corporation *Pension Manager* 07/2014 – 02/2017

- Oversaw benefits for 1,000+ participants, improving satisfaction by 8% through clear communication and empathetic problem-solving.

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