

# Luciano Duran

## Product Designer (UX/UI)

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### WORK EXPERIENCE

**UX/UI Designer**, Manufactured Networks Inc. Feb 2022 - May 2023

*Culver City, CA (Remote)*

- Collaborated with a cross-functional team to drive design implementation on a B2B SaaS web app from planning, design, development, and launch.
- Optimized developer workflows by creating and standardizing 50+ reusable UI components within the company design system.
- Streamlined business operations by implementing a contracting feature, resulting in a 400% increase in contracts created and sent for signatures.
- Improved financial operations by reducing returned payments by over 50% through the successful design and launch of an invoice feature.
- Improved feature adoption by hosting live product demos and recording training snippets, demonstrating best practices for using the web app.
- Identified iterative design improvements through user research, usability testing, and data analysis.
- Created mockups and prototypes using Figma, ensuring proper handoff of key functionality and visual design concepts to development teams.

**IT Support Analyst**, WASH Jan 2020 - Feb 2022

*Torrance, CA*

- Resolved 100+ hardware and software issues for end users on a weekly basis, improving overall system functionality and productivity.
- Improved network security of 300 internal computer systems by implementing routine security updates.
- Managed user accounts and permissions for 3,000 employees using Active Directory.

**IT Support Specialist**, Ematic Nov 2018 - Jan 2020

*Westwood, CA*

- Minimized downtime and optimized functionality by diagnosing and resolving hardware and software issues for end-users.
- Facilitated training sessions to educate 30+ employees on fundamental IT skills and best practices for cybersecurity.
- Established a user-friendly technology ecosystem by effectively implementing and maintaining hardware and software assets.

### VOLUNTEER EXPERIENCE

**UX/UI Designer**, Digital Corps (Out in Tech) 2021, 2023

*Palo Alto, CA (Remote)*

- Collaborated with a cross-functional team to create websites for international LGBTQ+ organizations in need, resulting in enhanced online presence, increased engagement, and amplified social impact.

### EDUCATION

**Bachelor of Arts in Graphic Design**

Humboldt State University

2012 - 2017

### SKILLS

Digital Product Design (UX/UI), Visual Design, Agile, Interaction Design, Design Systems, User Research, User Flows, Information Architecture, Wireframing, Usability Testing, Data Visualization, Product Strategy, Prototyping

### TOOLS & LANGUAGES

Figma, Photoshop, Illustrator, InDesign, Jira, Hotjar, Google Analytics, Airtable, Maze, Miro, Wordpress, HTML/CSS, Javascript

### CERTIFICATIONS & TRAINING

**UX/UI Bootcamp**

Thinkful + Bloc

2021

**Product Design Immersive Program**

Co.Lab

2022

**Intro to Front-End Development**

Coursera

2023