

# Rick Mitchell

## UX Developer & Researcher

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Seasoned UX Developer with a rich professional background spanning over seven years, showcasing expertise in UX/UI development, UX research, and technical writing, complemented by a strong foundation in UX design. Proven ability to conceptualize and implement visually compelling and functional designs that align with stakeholder expectations. Adept at collaborating with cross-functional teams to deliver superior user experiences and contribute to overall business success. Innovative, adaptable, and focused on bridging the gap between design and technology to create seamless, user-centered solutions.

### Professional Experience

#### WEB DEVELOPER AND WRITER - Freelance Consultant

10/2013-Present

- Currently redesigning and rebuilding a travel business's website, which includes content strategy, information architecture, user experience design, SEO and customizing templates within a CMS platform.
- Also currently working with an architecture firm to explore technology solutions for their staffing projections.
- Authored copy for the web, research-based articles for blogs, and other corporate communications for various clients, including a design studio, a research university and an e-learning company.
- Designed visually-compelling, user-friendly websites for small businesses and creative arts projects.

#### SENIOR UX ENGINEER - EY Design Studio (Ernst & Young), Business Transformation

07/2022-10/2023

- Engaged with a multinational client to propel the growth of a mobile application through active involvement in UX/UI design, UX research, and React Native development.
- Shaped the trajectory of the mobile application by implementing strategic enhancements based on UX research findings.
- Achieved a significant improvement in app functionality within six months by stabilizing the app through UI development, resulting in improved customer reviews and a substantial decrease in customer help requests.
- Designed and built a new website for an internal client team, resulting in over 100 5-star reviews in the first month and being featured on the company's internal Ethernet.

#### UI DEVELOPER AND UX RESEARCHER - Benefits Data Trust

10/2019-07/2022

- Elevated to a comprehensive role encompassing UX/UI development, research and design within the Department of Product & Innovation, actively contributing as a valuable UX Team member.
- Improved user satisfaction with the organization's primary software platform through creating surveys, conducting interviews, and implementing user feedback to develop new features, enhancing overall user experience.
- Created and implemented a design system and component library that provided a consistent visual language and decreased the time and resources required for building new website features.
- Directed front-end web and app development, emphasizing precision and adherence to design principles to ensure optimal user experiences.
- Led and supported UX research initiatives by employing quantitative and qualitative research methods, demonstrating a commitment to data-driven decision-making.
- Cultivated and managed the UI component library in collaboration with team members, ensuring consistency and efficiency in design implementations across projects.
- Conducted the re-platforming effort of the public-facing website, transitioning from WordPress to a more secure and efficient tech stack, including React, Gatsby, Netlify and Decap CMS.
- Applied skills in wireframing to support the conceptualization and visualization of user interfaces, contributing to the overall success of design projects.

## UX/UI DEVELOPER - Apple Leisure Group

11/2017-09/2019

- Re-platformed and refactored the front end of the company's consumer websites within an international resort brand, enhancing overall user experience.
- Developed and integrated new features and components using HTML, SASS, JavaScript, and Angular, implemented within the Adobe Experience Manager CMS.
- Collaborated closely with UX designers to bring the brand vision to life and achieve a modern UI, involving creating design systems, wireframing, and prototyping.

## SOFTWARE ENGINEER ASSOCIATE - Lockheed Martin

06/2017-11/2017

- Tailored an off-the-shelf software platform to meet internal business requirements, focusing on enhancing user experience and functionality.
- Utilized HTML, CSS, JavaScript, and API data to implement customizations, ensuring a seamless and optimized user interface.
- Applied a user-centric approach to identify areas for improvement and implemented solutions that positively impacted the overall user experience.
- Teamed with internal stakeholders to understand business needs and translated them into effective technical solutions within the existing software framework.

## FRONT-END WEB DEVELOPER - Urban Outfitters

07/2016-06/2017

- Sustained and enhanced the front-end of an international e-commerce site as part of an agile team, employing HTML, SASS, JavaScript, and Angular to guarantee a responsive and user-friendly interface.
- Partnered with the UX team, contributing to various aspects of the design process, including wireframing, prototyping, user stories, journey mapping, UX research, and data analysis.
- Developed and analyzed user stories, journey maps, and UX research findings, providing valuable insights for ongoing improvements and optimizations.

## Technical Expertise

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HTML	jQuery	Netlify
CSS	React	Decap CMS
SASS / LESS	TypeScript	Git
Bootstrap	Gatsby	Component Library Development
Foundation	GraphQL	Adobe Creative Suite
JavaScript	Next.js	Adobe Experience Manager

## UX & Product Expertise

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User Research & Analysis	Product Management	UI and Interaction Design
User Testing & Interviews	Technical Writing	Atomic Design
Personas	Project Management	Wireframing
Journey Maps	Google Analytics	Sketch / Figma
Survey Design & Analysis	UX Design Principles	Agile Development

## Education and Certifications

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**Web Development Intensive Program Certificate** | New York Code and Design Academy

**Interaction Design Specialization** | University of California San Diego

**Master of Science in Education** | Drexel University

**Bachelor of Arts in English** | Villanova University

**Scaled Agile Framework (SAFe) Certified Agilist**