

Carmyn Kmak

User Experience Architect

Profile

Results-driven User Experience Architect with 5 years of experience in designing and implementing user-centered solutions for diverse digital products. Expertise in user research, information architecture, interaction design, and usability testing. Proven ability to collaborate effectively with cross-functional teams to deliver exceptional user experiences, resulting in increased user satisfaction and engagement. Strong analytical and problem-solving skills, with a commitment to staying current on industry trends and best practices.

Employment History

User Experience Architect at ClearSummit Design, NC

Mar 2023 - Present

- Led a complete redesign of a client's mobile application, resulting in a 35% increase in user engagement and a 25% reduction in customer support inquiries.
- Developed a comprehensive user experience strategy for a major e-commerce platform, which led to a 20% increase in conversion rates and a 15% decrease in cart abandonment.
- Streamlined the onboarding process for a popular software-as-a-service (SaaS) product, reducing the average time to complete onboarding by 50% and increasing new user retention by 30%.
- Conducted extensive user research and usability testing for a healthcare provider's patient portal, leading to a 40% improvement in overall user satisfaction and a 20% reduction in appointment scheduling errors.

Associate User Experience Architect at PointSource, NC

Sep 2018 - Jan 2023

- Led the redesign of a major e-commerce platform, resulting in a 25% increase in conversion rates and a 15% decrease in cart abandonment rates within six months.
- Conducted extensive user research and usability testing for a mobile banking application, leading to a 40% improvement in user satisfaction scores and a 20% increase in app adoption rates among targeted demographics.
- Developed and implemented a comprehensive UX strategy for a healthcare client's patient portal, contributing to a 30% increase in patient engagement and a 10% reduction in support call volume over a one-year period.

Education

Master of Science in User Experience Design at North Carolina State University, Raleigh, NC

Sep 2013 - May 2018

Relevant Coursework: User Experience Principles, Interaction Design, Usability Evaluation, Information Architecture, Visual Design, Design

Details

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Links

[linkedin.com/in/carmynkmak](https://www.linkedin.com/in/carmynkmak)

Skills

Wireframing

Prototyping

Sketch

Axure RP

InVision

Figma

Adobe XD

Languages

English

Portuguese

Hobbies

Sketching and doodling

Reading about design trends and psychology

Attending workshops and conferences related to UX/UI design