Davelyn Roberge

User Experience Designer

Profile

User Experience Designer with 1 year of experience in creating intuitive and engaging digital experiences. Proficient in user research, wireframing, prototyping, and usability testing. Demonstrated ability to collaborate effectively with cross-functional teams and deliver user-centered solutions. Strong communication skills with a focus on continuous growth and learning in the field of UX design.

Employment History

Senior User Experience Designer at IBM, TX
May 2023 - Present

- Led the redesign of a major client's web application, resulting in a 35% increase in user engagement and a 25% reduction in customer support calls within six months of launch.
- Successfully managed a team of 5 UX designers in the development of a new mobile app for a Fortune 500 company, which led to a 50% increase in user adoption and a 20% increase in average session duration within the first three months.
- Conducted extensive user research and usability testing for a large-scale enterprise software project, leading to the identification and resolution of over 100 critical usability issues, ultimately increasing overall user satisfaction by 30%.

Junior User Experience Designer at Dell, TX
Sep 2022 - Mar 2023

- Led the redesign of Dell's customer support portal, resulting in a 35% increase in user satisfaction scores and a 20% reduction in support call volume.
- Developed and implemented a new onboarding process for Dell's internal software applications, reducing employee training time by 50% and increasing productivity by 30%.
- Conducted extensive user research and usability testing for a major e-commerce project, leading to a 25% increase in conversion rates and a 15% increase in average order value.
- Collaborated with cross-functional teams to create a consistent design system for Dell's suite of products, streamlining the design process and reducing UI inconsistencies by 80%.

Certificates

Certified User Experience Analyst (CXA)
Mar 2022

Adobe Certified Expert (ACE) in XD

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Education

Bachelor of Arts in User Experience Design at Texas State University, San Marcos, TX
Sep 2017 - May 2022

Relevant Coursework: User Interface Design, Interaction Design, Web Design, Graphic Design, Information Architecture, Usability Testing, Design Thinking, Visual Communication, Human-Computer Interaction, and Design Psychology.

Links

linkedin.com/in/davelynroberge

Skills

Wireframing

Prototyping

Sketch

Figma

InVision

Axure RP

Adobe XD

Languages

English

Dutch