

# Talon Saraga

User Experience  
Manager

## Profile

## Employment History

## Education

### Details

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Result-oriented User Experience Manager with 5 years of industry experience, skilled in leading cross-functional teams and developing innovative user-centric solutions. Adept at conducting user research, creating wireframes and prototypes, and leveraging data-driven insights to optimize user engagement and satisfaction. Expert in implementing design thinking methodologies and fostering a culture of continuous improvement. Exceptional communicator and collaborator, committed to enhancing user experiences and driving business growth.

### User Experience Manager at West Virginia University, WV

Apr 2023 - Present

- Implemented a comprehensive user experience strategy across all university digital platforms, resulting in a 35% increase in user satisfaction scores and a 25% decrease in bounce rates within the first year.
- Streamlined the online enrollment process for prospective students, which led to a 40% increase in completed applications and a 20% growth in student enrollment over two years.
- Conducted extensive user research and usability testing, leading to the redesign of the university website and the introduction of new features that improved accessibility and ease of use for over 50,000 users.
- Established a UX mentorship program for students, providing hands-on experience in user experience design and research, resulting in a 100% placement rate for participating students in UX internships and full-time positions upon graduation.

### Associate User Experience Manager at Core10, WV

Jul 2018 - Feb 2023

- Led the redesign of a major client's mobile application, resulting in a 35% increase in user engagement and a 25% reduction in customer support inquiries within six months of launch.
- Managed a team of UX designers and researchers to streamline the onboarding process for a financial services platform, leading to a 45% decrease in user drop-off rate and a 30% increase in new account sign-ups over a one-year period.
- Conducted comprehensive user research and usability testing for a large-scale website overhaul, leading to a 50% improvement in overall site performance and a 20% increase in conversion rates within three months of implementation.

Master of Science in User Experience Design at West Virginia University, Morgantown, WV