

# Caitlin Ballone

UX/UI Designer | Portfolio - [www.caitballone.com](http://www.caitballone.com)

3+ years of experience in UX/UI design, combining creative vision, strong collaboration, and expertise in user research to deliver user-centric solutions. Fast-tracked from Jr. UI Designer to UX/UI Designer for my ability to translate research insights into designs that boost user satisfaction and drive growth.

## EXPERIENCE

Service Autopilot By Xplor Technologies, SaaS/Mobile Remote

### ● UX/UI Designer | 11/2021- Present

- Led user research and testing with diverse user groups, translating insights into actionable, user-centered designs.
- Sole designer for 3-6 months on three occasions, collaborating with 4 development/QA teams to achieve high-impact results.
- Boosted NPS scores 10 points by leveraging data analytics and user feedback to drive continuous improvements.
- Led kickoff and refinement meetings with development and the feature's lead product manager.
- Improved usability by redesigning invoice card to support bulk invoice selection, clear due dates, and efficient filtering.
- Collaborated with a multidisciplinary team of designers, director of product, product managers, and development.

### ● Jr. UI Designer | 6/2021- 11/2021

- Streamlined the design process by migrating two products from Sketch and InVision to Figma
- Spearheaded a comprehensive design system that enhanced collaboration and consistency across teams.

Creative Circle Nashville, TN

### Graphic Designer | 3/2021- 5/2021

- Created visually compelling branding, marketing materials, and logos that enhanced brand identity.
- Collaborated with clients to understand their vision, transforming concepts into polished designs

## CERTIFICATES

Conduct UX Research and Test Early Concepts / Google

User Experience Design / Georgia Institute of Technology

## EDUCATION

B.A. Graphic Design, minor Communications / University of Tennessee at Chattanooga

## CONTACT

LinkedIn - <https://www.linkedin.com/in/caitlinballone/>

caitlin.m.ballone@gmail.com

(615) 491- 9524

## SKILLS

UX/UI Design  
Prototyping  
Journey Mapping  
Usability Testing  
User Research  
Wireframing  
Agile Methodology  
Product Roadmap  
Design Systems  
Site Mapping  
Card Sorting  
A/B Testing

## TECHNICAL SKILLS

Figma  
Optimal Workshop  
Pendo  
Jira/Confluence  
Microsoft Office Suite  
Google Suite  
Slack  
Monday.com  
Zoom  
Ballpark  
Figjam