

## EXPERIENCE

### VANGUARD

#### SENIOR USER EXPERIENCE DESIGNER | NOVEMBER 2019 - PRESENT

Plan, conduct, and lead whiteboarding sessions, design sprints, workshops, and project meetings. Collaborate with internal teams to design the overall user experience for digital fintech systems and applications, including desktop and mobile. Prototype and iterate solutions based on user insight and feedback to better anticipate client needs.

### NEAR-MISS MANAGEMENT

#### DESIGN CONSULTANT | JULY 2013–PRESENT

Design the company's flagship product, an interactive decision support system to visually represent process risk and alarm data in oil refineries aimed at achieving an increase of information transparency and a more comprehensive user experience. Meet with stakeholders regularly to assess and reassess client needs and improve product functionality and relevance to keep up with continuously evolving user needs.

### PROMPTWORKS

#### UX DESIGNER & UI ENGINEER | JULY 2017 - NOVEMBER 2019

Meet directly with clients and shadow in the field during normal business conduct to assess needs and produce highly customized software. Collaborate with business analyst, engineers and project managers to estimate, design, test and implement intuitive, functional and elegant user interfaces for web and mobile applications. Create personas, user journeys, visualizations, story boards, task flows, wireframes, and prototypes to support the design, iteration and testing of features. Implement user-friendly and comprehensive design systems in HTML, CSS, React and React Native. Manage user experience and front-end development effort to create an engaging experience for client projects and internal tools.

### THOMAS JEFFERSON UNIVERSITY

#### ADJUNCT PROFESSOR | AUGUST 2016–JUNE 2017

Taught the Essentials of Interactive Design and User Experience Design Thesis courses in the graduate User Experience and Interaction Design program. Mentored students and fostered educational growth through one-on-one meetings focused at improving quality of understanding concepts presented during class.

### MEGA SUPPLY PRO

#### DESIGN CONSULTANT | JUNE 2014–JUNE 2017

Lead design teams in analytics research that acquired data about current usage to inform and personalize product development. Designed, implemented and maintained an e-commerce strategy with marketplaces in Shopify, Amazon and eBay.

### ELECTRONIC INK

#### DESIGN CONSULTANT | JANUARY 2013–APRIL 2013

Designed an operational modeling visualization for pharmaceutical regulatory reporting impacting the entire product line. Conceptualized and designed an infographics conveying large datasets gathered during brainstorming sessions.

### JPMORGAN CHASE & CO.

#### BUSINESS MANAGEMENT ASSOCIATE | JULY 2009–JANUARY 2013

Developed a data visualization tool to streamline the financial reporting process eliminating the need of printed artifacts. Optimized the department's reporting process by increasing information transparency and accountability.

#### BUSINESS MANAGEMENT ANALYST | JULY 2008–JULY 2009

Enhanced information reliability across systems by educating project managers on how to identify, remediate, and prevent data quality issues.

## EDUCATION

### THOMAS JEFFERSON UNIVERSITY

#### M.S. INTERACTIVE DESIGN & MEDIA MAY 2014

### FLORIDA STATE UNIVERSITY

#### B.S. MANAGEMENT INFORMATION SYSTEMS MAY 2008

## SKILLS

### UX DESIGN METHODS

Personas, User Journeys, Ecosystem Maps, Competitive Audits, Moodboards, Stakeholder Interviews, Storyboards, User Flows, Content Audits, Heuristic Analysis, Sitemaps, Usability Testing, Wireframes, Prototypes, Pattern Libraries

### APPLICATION SOFTWARE

Sketch, InVision, Axure, Balsamiq, Jira, Adobe Creative Suite, Microsoft Office Suite, Microsoft Project, Visio, SAP BusinessObjects, Omnigraffle, Tableau, Git

### PROGRAMMING LANGUAGES

CSS, Sass, LESS, HTML, SQL, XML, D3js, PHP, JavaScript, Python, Processing, Arduino

## SELECTED PROJECTS

### UX NIGHTS

Creator and organizer of UX Nights Meet-Up. UX Nights is an inclusive community open to professionals, students, and anyone interested in design, where technologist and designers gather to discuss user experience and how it affects our lives and the work we do. This Meet-Up group is for people who are passionate about learning new things and want to become better at what they do. [MEETUP.COM/UX-NIGHTS](https://MEETUP.COM/UX-NIGHTS)

### EMPATHY TOTEMS

Data sculptures to visually represent personal information as a non-verbal communication tool. The project explores how to understand and communicate information by conveying data through physical objects. It aims to utilize data visualization to improve interpersonal relationships. [LUISCIELAK.COM/EMPATHY-TOTEMS](https://LUISCIELAK.COM/EMPATHY-TOTEMS)

### DATA ERGO SUM

A tool that connects to APIs and represents data-streams visually through a responsive web application, rendering the information optimized for the device's screen resolution. [LUISCIELAK.COM/DATA-ERGO-SUM](https://LUISCIELAK.COM/DATA-ERGO-SUM)