Charles Waite   User Experience Design

Proficiencies & Skills

- Designing responsive, user-centric products in tandem with development and product teams in an Agile/Scrum environment.
- Presenting and defending designs to executive level leadership, envangelizing Design Thinking principles and approach.
- Managing internal design teams as well as external design vendors.
- Tools I use: Sketch, Invision, Zeplin, Adobe CC, Abstract, Figma
- Design Thinking – Process Improvement – Customer Journey Mapping – Design Systems – Design Mentorship – Wireframing – Prototyping – Story Mapping – Usability Testing – Feature Mapping – Agile/Scrum Methodology

Education

2007 – 2009
Parsons School of Design, NYC
AAS, Graphic Design

2002 – 2006
Kenyon College, Gambier, OH
BA, Political Science

Work Experience

T-Mobile, Bellevue, WA – *Senior UX Designer*   January 2017 - Present

- Developed a groundbreaking modular design system for my team resulting in drastically reduced design time and allowing for simpler, more customer centric, pixel-perfect designs right out of the gate.
- Continually challenging current Design Process within engineering organization, helping evangelize the benefits of integrating Design Thinking into existing product and service planning initiatives.
- As a Design Lead I engaged in an end-to-end design process for products ranging from large-scale, customer facing software with tens of millions of users, to mission-critical internal tools destined to be used by dozens of highly technical users in the field.
- I have managed numerous internal and external design teams, guiding UX and Visual design, scoping deliverables, validating quality, and ensuring best practices are followed in order ensure smooth delivery in lockstep with development teams.

Filter, Seattle, WA – *UX Designer*   February 2016 – December 2016

- Collaborated on an effort to redefine how people communicate, seamlessly integrating smartphone-level capabilities into a unified communications app spanning native mobile, desktop, and web platforms.
- Established and redefined existing accessibility standards and design guidelines, crafting a simple, elegant, and user friendly experience for Native Mobile, Tablet, and Web.
- Owned product designs from concept, to wireframe, to high-fidelity deliverable.
- Presented concepts and prototypes to stakeholders, ensured alignment between design and development phases, and built high fidelity design and styleguides for handoff to development.

Fjord, Seattle, WA – *UX Designer*   Sept. 2015 – January 2016

- Designed a transformational customer-facing and internal experience for a national telecom carrier aimed at completely revamping the end-to-end customer experience and streamlining internal management tasks.
- Created user personas for storymapping and feature-mapping at early planning stages and translated business requirements into high fidelity wireframes to hand off for production.
- Owned all experiences surrounding service payments, billing and refund processing.
- Worked directly with SMEs, client, and product owners to ensure all requirements were met while delivering on the core tenets of experience transformation, branding, and design guidelines.