Charles Waite User Experience Design

About Me

I am a Senior UX Designer with over 12 years of experience crafting powerfully intuitive customer experiences ranging from enterprise management tools to consumer productivity software on web, native mobile, and desktop. My primary goal as a designer is to delight and empower users by finding elegant solutions to complex customer problems. With a strong foundation in design fundamentals, years of experience integrating Design Thinking methodology, customer research, and design systems into my process, I bring an innate ability to craft simple, intuitive, and engaging experiences while always keeping customer needs at the forefront.

Education

Parsons School of Design - NYC
AAS, Graphic Design - 2009

Kenyon College - Ohio
BA, Political Science - 2006

Proficiencies & Skills

- 12+ years of Tech and Telecom industry experience designing for mobile iOS, Android, Web, and Desktop.
- End-to-end UX design ownership, from ideation, to prototype, to high-fidelity deliverable.
- Facilitating effective collaboration between development teams and product owners.
- Thorough design process encouraging continuous and open communication between stakeholders.
- Facilitating comprehensive and efficient review and sign-off processes with product and org leadership.
- Leading internal design teams and managing external design vendors.
- Proficiency in Figma (4 years), Sketch (6 years), and Adobe CC (10 year) for Design and Prototyping.

Work Experience

Amazon AWS Game Tech, Seattle, WA – *UX Designer II*   August 2022 - October 2024

- Lead UX Designer and single-threaded owner of all UX from private beta launch to planned public launch for upcoming gaming-focused pixel streaming service.
- Successfully delivered 5 major new features, demonstrating strong leadership, design acumen, technical understanding, and cross-team collaboration.
- Directed and managed UX design review and approval process with central AWS UX team, and worked with development teams to implement, validate, and test product designs ahead of launch.
- Championed product improvements by researching new features, conducting UX evaluations, validating customer feedback, and creating design proposals based on CX data and product development roadmaps.
- Drove alignment with stakeholders on customer requirements for new features and improvements, developed design concepts, and conducted rigorous testing with internal users and customers.
- High-level design concept for ML/AI-powered streaming configuration and performance optimization tool.

T-Mobile, Bellevue, WA – *Senior UX Designer*   January 2017 - July 2022

- Developed a flexible and scalable iOS, Android, and Responsive Web design system for a large design team, significantly reducing design iteration time and ensuring customer-centric, pixel-perfect designs.
- Managed the full design lifecycle from ideation to implementation of both large-scale consumer-facing software, and mission-critical internal tools used by highly technical field teams.

Work Experience, continued

- Led internal and external design teams and mentored designers, overseeing UX and visual design, scoping deliverables, and validating design quality to ensure seamless collaboration with development teams and successful product delivery.
- Improved design processes to enhance user experience and accelerate innovation within the engineering organization by promoting the continual integration of Design Thinking into product and service planning.
- Designed and released AI-powered chatbot for consumer messaging platform, allowing trusted businesses to automate and improve customer outreach and customer service.

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

- Owned product designs from concept, to wireframe, to high-fidelity deliverable for early stage product concept that would later become T-Mobile Digits.
- Presented concepts and prototypes to client stakeholders for review and approval, ensured alignment between design and development phases, and built high fidelity designs and accompanying styleguide for handoff to client product team.
- Established and redefined existing accessibility standards and design guidelines, allowing designers to deliver elegant, accessible, and consistent designs easily and efficiently.

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

- Redesigned T-Mobile's customer bill payments, autopay setup, and refund request user experience from the ground up.
- Translated customer pain points and research into business requirements utilizing affinity mapping, and journey mapping to generate high fidelity wireframes for client review.
- Worked directly with client SMEs and product owners to refine wireframes into high fidelity designs while aligning to the core tenets of T-Mobile's new branding and design guidelines.