

Daniel Monroe - UX Designer

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PROFESSIONAL SUMMARY

Strategic UX Designer with a track record of driving user-centric solutions that enhance product usability and business performance. Adept at leading research-backed design initiatives, scaling design systems, and collaborating cross-functionally to deliver impactful digital experiences. Passionate about simplifying complex workflows and reducing friction in user interactions.

KEY SKILLS

Proficient In: User Research (Interviews, Usability Testing, Card sorting) • Wireframing & Prototyping (Low to High Fidelity) • Interaction Design & UI Design • Design Systems (Expansion & Maintenance) • Human-Centered Design - Cross-Functional Collaboration (Product Managers, Engineers, Stakeholders) • Stakeholder Communication & Presentations • Design Documentation & Handoffs • Behavioral & User Flow Documentation

Programs: Figma • Sketch • UserTesting • Optimal Workshop • Jira • Confluence

PROFESSIONAL EXPERIENCE

Amazon, Seattle, WA - UX Designer | Sep 2021 - Jan 2025

- **Reduced inbound defects by 10%**, improving seller satisfaction by leading end-to-end design solutions for 3rd-party sellers, leveraging usability testing and prototyping.
- **Increased seller research participation** by integrating Pardot into the workflow, ensuring data privacy compliance and enabling more robust feedback sessions.
- **Streamlined seller onboarding** by conducting research and prototyping for the Jedi project, further reducing inquiries and improving seller engagement.

Lumedic, Seattle, WA - Product Designer | Mar 2021 to Sep 2021

- Collaborated with a team of 8 designers and engineers to **redesign the Lumedic Connect app** within a 4-month timeline.
- Expanded the company's design system to support a mobile experience, ensuring consistency across platforms.
- Delivered behavioral documentation, user flows, and design handoffs to streamline development for the engineering team.
- Partnered with a UX researcher to conduct 8 rounds of usability testing, identifying pain points and providing the Product Owner with data-driven design recommendations.

Big Fish Games, Seattle, WA - UX Designer | Feb 2016 to Sep 2020

- **Enhanced internal workflows and tool usability** by leading UX research, prototyping, and testing for platform tools used across multiple teams.
- **Reduced revenue-impacting errors by ~20%** through iterative design and feature improvements, directly enhancing mobile game performance.
- **Strengthened user research efforts** by leading cross-functional workshops, conducting interviews, and leveraging card sorting to refine UX strategy.

EDUCATION

Bachelor of Applied Science - ITT Technical Institute, Seattle, WA

UX Design Certificate - General Assembly, Seattle, WA