

# Mila Aguirre

## Principal Conversational UX Designer

📞 (217) 555-0123 ✉ mila.aguirre@email.com 🌐 linkedin.com/in/milaaguirre 📍 123 Main St, Springfield, IL 62701

### SUMMARY

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Innovative UX designer with over 6 years of experience specializing in conversational design for digital applications. Proven track record of leading project design initiatives from concept to production, enhancing user engagement through effective dialogue and interaction patterns. Skilled in collaborating with cross-functional teams, mentoring junior designers, and utilizing agile methodologies to drive project success. Adept at creating high-fidelity prototypes and design assets that align with user-centered design principles and business goals. Excited to contribute creative vision and expertise in IVR and AI chat interactions.

### EXPERIENCE

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#### Senior Conversational UX Designer

Design Innovations 📅 January 2022 - Present 📍 Chicago, IL

Lead end-to-end design projects focused on IVR call flows and AI-driven chat experiences. This role includes collaboration across diverse teams and a commitment to elevating user experience standards.

- Spearheaded design of IVR call flows and AI chat interactions, positively impacting user satisfaction through refined dialogue standards.
- Developed comprehensive design patterns and style guides, streamlining processes and enhancing team productivity.
- Collaborated closely with product managers and engineering teams, iterating on designs that led to significant increases in engagement.
- Led design reviews, cultivating creativity within the team while providing constructive mentorship to junior designers.
- Conducted user testing sessions to gather insights, resulting in tangible improvements in conversational flow and error recovery.
- Managed numerous concurrent projects, ensuring timely delivery without compromising quality.

#### UX Designer

Creative Solutions Agency 📅 June 2019 - December 2021 📍 Chicago, IL

Focused on UI element design and user experience enhancements across various digital applications. Driven by stakeholder collaboration and effective design workflows.

- Designed user interface elements and wireframes for digital applications, improving usability significantly.
- Partnered smoothly with stakeholders to define project scopes, aligning design strategies with overall business objectives.
- Facilitated workshops and design sprints, encouraging collective brainstorming and insights gathering.
- Created high-fidelity prototypes using Axure, enhancing interaction clarity and functionality.
- Engaged users in feedback sessions, refining designs based on their valuable insights.
- Mentored new members of the design team, fostering skills development and project execution knowledge.

#### Junior UX Designer

NextGen Tech 📅 March 2017 - May 2019 📍 Chicago, IL

Contributed to user-centered application design efforts, emphasizing intuitive navigation and interaction validation. Worked within cross-functional teams to deliver relevant solutions.

- Assisted in designing user-centric applications, focusing on seamless navigation experiences.
- Coordinated with multi-disciplinary teams to accurately gather requirements and deliver suitable design solutions.
- Developed wireframes and visual assets fundamental to maintaining an up-to-date UX style guide.
- Participated in usability testing and analysis, delivering crucial insights to refine user interfaces.
- Supported documentation of design processes and best practices for future reference.
- Engaged continuously in professional development to bolster design skills while staying current with industry trends.

### LEADERSHIP & AWARDS

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- Dean's List, University of Illinois, 2014-2016
- Best UX Project Award, Design Innovations, 2023

### EDUCATION

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#### Bachelor's Degree in Graphic Design

University of Illinois 🎓 GPA: 3.8 📅 2016 📍 Champaign, IL

*Coursework: Digital Media Fundamentals, User Interface Design, Interaction Design, Visual Design Principles*

## CERTIFICATIONS

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- Certified UX Designer 📅 2026
- Adobe Certified Expert 📅 2025

## TECHNICAL SKILLS

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- **Design Tools:** Axure, Adobe Photoshop, Adobe Illustrator
- **Project Management Tools:** Trello, JIRA, Asana
- **Prototyping Tools:** Adobe XD, Figma, Balsamiq
- **Testing Methods:** A/B Testing, Usability Testing, Heuristic Evaluation
- **Methodologies:** Agile, Waterfall, User-Centered Design
- **Graphics Software:** Adobe Creative Suite, Sketch, CorelDRAW
- **Research Techniques:** User Interviews, Card Sorting, Surveys
- **Collaboration Tools:** Slack, Microsoft Teams, Zoom
- **Database Systems:** MySQL, MongoDB, SQL Server
- **Documentation Software:** Confluence, Notion, Google Docs

## SKILLS

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- User Experience Design
- User-Centered Design
- High-Fidelity Prototypes
- Customer Research
- Conversational Design
- Wireframing
- Style Guide Development
- Mentoring Designers
- Prototyping
- Visual Communication
- Design Thinking
- Project Management
- Agile Methodologies
- Adobe Creative Suite
- Usability Testing

## PROFESSIONAL AFFILIATIONS

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- Member, Chicago UX Design Meetup
- Volunteer, Design for America - UI/UX Workshops

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST