



Vivian Pearson

Senior Conversational AI Designer

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SUMMARY

Innovative Conversational AI Designer with over 5 years of experience crafting user-centric conversational experiences across digital platforms. Expertise in designing interactive voice response systems and effectively creating user journeys that align with business objectives. Proven ability in mentoring junior designers and facilitating impactful design workshops. Skilled at leveraging data-driven insights to enhance user interactions, while ensuring strict adherence to brand guidelines resulting in increased customer satisfaction. Eager to lead projects that prioritize the user's voice in every design decision made.

EXPERIENCE

Senior Conversational Designer

Creative AI Solutions 📅 August 2022 - Present 📍 Chicago, IL

Oversee conversational design for various voice and chat applications at a leading firm. Directly collaborate with product teams and engineers to ensure robust integration of functionalities.

- Lead design and implementation of user-centric conversational flows for diverse platforms, enhancing engagement and usability.
- Collaborate cross-functionally with technical and clinical stakeholders to incorporate design solutions aligning with system requirements.
- Mentor junior designers on human-centered design best practices, fostering a culture of knowledge sharing within the team.
- Develop comprehensive prompt catalogs, ensuring consistency and quality in conversational interactions across multiple platforms.
- Conduct ongoing evaluations of conversational usability using data-driven insights, refining designs through user testing feedback.
- Facilitate creative design workshops, promoting innovative problem-solving approaches that yield actionable design improvements.

Conversational Designer

NextGen Tech 📅 June 2020 - July 2022 📍 Evanston, IL

Designed exceptional conversational experiences specifically for healthcare apps, contributing to significant enhancements in user satisfaction and interaction ease.

- Craft engaging dialogues for healthcare applications, achieving marked improvements in user satisfaction through streamlined communication.
- Draft detailed user interface specifications and recording scripts, maintaining high quality aligned with established brand standards.
- Partnered closely with product teams to analyze user journeys, facilitating refinements to conversational flows that reduced drop-off rates.
- Established contextualized voice personas informed by demographic studies, ACROS branding, and user research findings.
- Worked alongside engineering teams to troubleshoot design hurdles, securing project timelines and maintaining functional integrity.
- Engaged in rigorous user testing sessions, gathering qualitative insights to guide iterative improvements on conversational designs.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois, 2025
- First Place, Statewide UX Design Competition, 2024

EDUCATION

Bachelor of Arts in Human-Computer Interaction

University of Illinois 🎓 GPA: 3.8 📅 2025 📍 Champaign, IL

STRENGTHS

👥 Cross-Functional Collaboration

Ability to work seamlessly within multidisciplinary teams fosters unity and enhances project outcomes.

♥️ User-Centric Approaches

Empathy for users shapes design philosophy, solidifying relevance in real-world applications and challenges.

💡 Innovative Problem Solving

Strong capacity for approaching design facing issues creatively leads to unorthodox yet effective solutions.

👥 Mentorship Skills

Dedication to nurturing junior team members promotes professional growth and strengthens team capabilities.

📊 Data-Driven Decision Making

Utilizing data analytics informs better design choices and allows for responsive adjustments based on behavior.

SKILLS

Conversational Design

User Experience (UX)

Voice User Interfaces (VUI)

Human-Centered Design

Data Analysis Prototyping Tools

Cross-Functional Collaboration

Wireframing

Technical Specifications

[Quality Assurance](#) [User Testing](#)

[Project Management](#)

[Agile Methodologies](#) [Brand Identity](#)

[Mentoring](#) [Content Strategy](#)

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Conversational Designer at Creative AI Solutions (3.8 Years)

● Conversational Designer at NextGen Tech (2.1 Years)

Coursework: Cognitive Psychology, User Research, Interface Design, Software Development

CERTIFICATIONS

- Certified Conversational Interaction Designer 📅 2026
- User Experience Design Fundamentals 📅 2025

TECHNICAL SKILLS

- **Design Tools:** Figma, Sketch, Adobe XD
- **Evaluation Methods:** A/B Testing, Usability Testing, User Feedback
- **Collaboration Platforms:** Trello, Asana, Slack
- **Prototyping Techniques:** Wireframes, Mockups, Interactive Prototypes
- **Conversational Technologies:** Automated Speech Recognition, Natural Language Processing, Dialogflow
- **Programming Languages:** HTML, CSS, JavaScript
- **User Research Methods:** Surveys, Interviews, Focus Groups
- **Graphic Design Tools:** Adobe Photoshop, Illustrator, InVision
- **Documentation Standards:** Style Guides, Best Practices, Specification Documents
- **Agile Methodologies:** Scrum, Kanban, Lean

PROFESSIONAL AFFILIATIONS

- Member, UX Design Society, 2023 - Present
- Volunteer Mentor, Local Coding Bootcamp, 2022 - Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST