

# Bianca Melendez

## Sr. UX Content Designer

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### STRENGTHS

- Strong Research Skills**  
Conducted user interviews and synthesized data into actionable insights, guiding design revisions, making me a go-to for quick analysis.
- Effective Collaboration**  
Facilitated communication among cross-functional teams, securing stakeholder buy-in and gaining trust across departments during diverse projects.
- Content Simplification Expertise**  
Transformed complicated processes into easy-to-follow guides and interfaces, earning praise for clarity in communications.
- Advocate for Accessibility**  
Regularly championed accessibility best practices to promote inclusivity across all digital interactions, forging important company standards.
- User Journey Mapping Proficiency**  
Led mapping sessions revealing user pain points and motivations that effectively informed higher-level design strategies.

### SKILLS

- UX Writing User Research
- Content Strategy
- Accessibility Standards
- Collaboration Usability Testing
- Cross-Functional Communication
- Digital Product Design Prototyping
- User Feedback Analysis
- Information Architecture
- Wireframing Interaction Design

### SUMMARY

Creative UX content designer with over 5 years' experience in crafting user-centered digital experiences. Focused on simplifying complex workflows through actionable insights gathered from thorough research efforts. Passionate about advocating for accessibility and ensuring inclusive design standards are applied across all projects. Successfully engaged with cross-functional teams, delivering cohesive solutions that meet both user needs and business goals. Eager to leverage expertise in a new role to enhance how users interact with products and drive continual improvements that benefit the organization. Looking forward to collaborating effectively within a forward-thinking team.

### EXPERIENCE

#### UX Content Designer

University Project 📅 June 2025 - Present 📍 Chicago, IL

Leading content design initiatives for an innovative mobile finance management application, ensuring user-friendly interfaces align with design best practices. Collaborating with a skilled team to create engaging user journeys that facilitate understanding of complex information.

- Conducted usability tests and user interviews, gathering insightful feedback that directly influenced design decisions.
- Developed detailed content strategies to improve comprehension across varied digital platforms, enhancing overall user experience.
- Promoted inclusivity by advocating for accessibility within all aspects of product development and content creation.
- Crafted clear onboarding flows and contextual help resources that guide users efficiently through product features.
- Synthesized research findings into actionable insights presented to stakeholders, fostering alignment around user priorities.

#### Junior UX Writer

Fictional Digital Solutions 📅 January 2024 - May 2025 📍 Chicago, IL

Collaborated closely with product managers and designers to ensure content aligned with business objectives while meeting user expectations. Actively participated in user research initiatives aimed at validating product directions and functionalities.

- Assisted in developing comprehensive test plans and survey materials for user research that shaped project results.
- Engaged in workshops focused on process improvement, contributing to the identification of content-related challenges.
- Documented usability patterns and best practices for the content design system to support team efforts in improving clarity.
- Collaboratively resolved accessibility issues in existing documentation alongside technical engineers and design peers.
- Conducted extensive bookend check-ins between user needs and design proposals, ensuring seamless content integration.

### LEADERSHIP & AWARDS

- Dean's List, University of Illinois at Chicago (2024, 2025)
- Excellence in UX Design Award, University of Illinois at Chicago (2026)

### EDUCATION

#### Bachelor of Arts in Communications

University of Illinois at Chicago 🎓 GPA: 3.8 📅 2026 📍 Chicago, IL

Content Management Systems

Design Thinking Visual Design

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● UX Content Designer at University Project (1 Years)

● Junior UX Writer at Fictional Digital Solutions (1.3 Years)

**Coursework:** Media Studies, Digital Communication, User Experience Design, Research Methods

## CERTIFICATIONS

- UX Design Certificate 📅 2026
- Certified Usability Analyst 📅 2026

## TECHNICAL SKILLS

- **Research Tools:** SurveyMonkey, OptimalSort, Lookback
- **Design Software:** Sketch, Adobe XD, Figma
- **Prototyping Tools:** InVision, Axure, Marvel
- **Content Management Systems:** WordPress, Drupal, Contentful
- **Collaboration Platforms:** Slack, Asana, Microsoft Teams
- **Web Analytics Tools:** Google Analytics, Hotjar, Crazy Egg
- **Testing Platforms:** UserTesting.com, Maze, UsabilityHub
- **Accessibility Guidelines:** WCAG, A11Y Checklist, Section 508 Compliance
- **Visual Design Tools:** Adobe Photoshop, Illustrator, Affinity Designer
- **Documentation Tools:** Confluence, Notion, Google Docs

## PROFESSIONAL AFFILIATIONS

- Member, UX Design Club, University of Illinois at Chicago
- Volunteer, Digital Accessibility Advocacy Group

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST