

Bianca Melendez

Sr. UX Content Designer

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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

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

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
- Content Management Systems
- Design Thinking
- Visual Design

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST