

# Justin Sanchez

## UI/UX Designer

Problem Solver • Self-Starter • Personable • UI Design • User Experience • Interaction Design

832-331-9306 | sanchezjustin6039@gmail.com | justinosanchez.com

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## EXPERIENCE

### Jun 2023 – Present

#### UI/UX Designer, Freelance

*Panpalz, Mental Health Startup Company*

*Utah Detours, Travel Agency*

*Peerspace, Venue Booking App*

*Slate Strategies, Strategic Consulting Firm*

- **Product Redesigns:** Spearhead the overhaul of websites and apps by leveraging research data, designing user journey maps, and data-driven design, resulting in a responsive web product aimed at boosting revenue and enhancing brand visibility.
- **Team Lead:** Facilitate bi-weekly communication with the supervisors to brainstorm ideas and seek feedback, successfully concluding the project with a developer-ready product handoff.
- **UI Design:** Produce UI screens through comprehensive competitive analysis of key social media and health apps, producing data-driven design mockups for overall product.
- **Product Positioning and Vision:** Contributes in design reviews and critiques, resulting in an increase in design quality and efficiency.
- **User Research:** Charted customer journeys through Design Thinking. Led concept creation, feature prioritization, user interviews and product handoff.

### Jun 2021 – May 2023

#### Technical Operations Engineer, Customer Support

*Shell Recharge, E-Mobility Solutions Provider*

- Contributed extensive support for more than **4,000 AC and DCFCs stations** across the nation, successfully handling and resolving **300–500 support cases** via online channels and offering guidance to third-party technicians. This accomplishment led to a **promotion to the role of Onboarding Engineer within a year.**
- Collaborated with cross-functional teams including Sales, Project Management, and third-party installation teams to seamlessly onboard newly acquired stations for both new and existing customers, resulting in **90% succession installation rate.**
- Led user testing for field technician onboarding checklist app, contributing feedback that **increased design functionality by 10%** and **efficiency by 30%.**

**Mar 2018 – Apr 2021**

**Customer Support Engineer**

*Tritium, EV Charging Manufacturer*

- Provided comprehensive support for over **3,000 DCFC stations globally**, addressing and resolving **200–300 support cases weekly** through online and face-to-face interactions while maintaining positive customer relations.
- Conducted 2-3 customer weekly support meetings with key stakeholders, **increasing resolution times by 20%** and **decreasing support cases down by 15%**.
- Initiated and led bi-weekly user and compatibility testing sessions with car manufacturers, resulting in **15% increase in user satisfaction**.

**May 2016 – Aug 2017**

**Quality Control Technician**

*Safe Fleet, Law Enforcement Tech Company*

- Conducted comprehensive quality testing on over **400 Safe Fleet body camera products weekly** prior to customer shipment, ensuring adherence to US manufacturing standards.
- Designed and implemented multiple automated checklist programs to enhance efficiency and minimize redundancy in product inspections, resulting in a **70% reduction in processing time** per item.
- Highlight: Received the **"Impact Award"** for successfully implementing and utilizing the newly designed quality control app streamlining QA and QC process.

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## EDUCATION

**May 2022 – Jun 2023**

**UX/UI Design Career Track Certification**

Springboard Academy – Los Angeles, CA

**Aug 2011 – May 2016**

**B.S. in Computer Engineering Technology**

University of Houston – Houston, TX

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## SKILLS

**DESIGN EXPERTISE**

User Research, Interaction Design, Usability Testing, Visual Design, Responsive Design, Design Thinking, Typography, Wireframes, Prototyping, Sketching, A/B testing, HTML/CSS (basic), JavaScript (basic)

**SOFTWARE**

Figma, Canva, Adobe Creative Suite, Final Cut Pro, Balsamiq, Wix, Logic Pro X, Miro, Pen and Paper

**INTERESTS**

Music, Event Organizer, Fitness, Traveling