

Azeneth Mendoza

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PROFILE SUMMARY

Highly experienced in developing initial design concepts utilizing wireframes and quick to high fidelity prototypes, employing technology, user-centered design, and business strategy. Safeguard design and UX/UI standards across all platforms. Drive intuitive and innovative solutions within technical limitations, platform capabilities, and constraints. Thrives in collaborative environments, working alongside business owners, vendors, clients, developers, and other stakeholders.

SKILLS HIGHLIGHTS

- Communication & Collaboration
- UX Writing
- Problem-Solving
- Analytical & Research Skills
- Storytelling & Presentation Skills
- Creativity & Innovation
- Critical Thinking
- Interface Microcopy
- Attention to Detail
- Cross-Functional Teamwork
- Time Management & Prioritization
- Technical Writing
- User Empathy
- Adaptability & Flexibility
- Design Thinking

TECHNICAL SKILLS

Usability Testing | Surveys | User Personas | Affinity Mapping | User Journey Mapping | Wireframing | Prototyping (Figma, Miro) | HTML | CSS | BrowserStack | Azure DevOps | RoboHelp | Sourcetree

CORE COMPETENCIES

- Conducts qualitative and quantitative research to understand user needs and behaviors.
- Creates low-to-high fidelity wireframes and interactive prototypes for user testing.
- Designs intuitive interactions to enhance user engagement and accessibility.
- Develops visually appealing interfaces with a focus on branding and usability.
- Conducts testing to identify pain points and optimize user experience.
- Organizes and structures content to improve navigation and accessibility.
- Applies a user-centered approach to tackle complex design challenges.
- Visualizes user flows to enhance overall interaction and usability.
- Ensures compliance with WCAG standards for diverse user needs.
- Works closely with developers to ensure seamless UI implementation.

PROFESSIONAL EXPERIENCE

Associate Specialist | SITA | Atlanta, GA

Jul 2025 – Present

- Writing Release Notes – Summarizing new features, improvements, and bug fixes in a clear and structured format for users.
- Creating User Documentation – Developing user guides, manuals, FAQs, and knowledge base articles that are clear, concise, and user-friendly.
- Crafting UX Copy – Writing microcopy, including button labels, error messages, and tooltips, to enhance the user experience.
- Collaborating with Cross-Functional Teams – Working closely with developers, designers, product managers, and QA teams to translate complex technical concepts into accessible content for users.

UX/UI Designer | SITA | Atlanta, GA

Jul 2023 – Jul 2024

- Conducting in-depth user research and usability testing, leveraging data-driven insights to refine designs and enhance user experiences.
- Developing intuitive information architectures and seamless user flows, optimizing navigation and interaction across digital platforms.
- Designing high-fidelity wireframes, task flows, and interactive prototypes, delivering innovative, user-centered solutions.
- Collaborating with stakeholders and cross-functional teams to align design strategies with business objectives and user needs.
- Championing human-centered design principles to streamline workflows, boost engagement, and improve overall usability.

Training System Administrator | SITA | Atlanta, GA

Dec 2021 – Jul 2023

- Optimized system layouts and workflows, enhancing usability and streamlining user interactions.
- Conducted software testing and implemented system updates, improving platform performance and user experience.
- Provided strategic recommendations for design enhancements, ensuring intuitive navigation and engagement.
- Effectively communicated system improvements to technical and non-technical teams, bridging gaps in understanding.
- Led usability evaluations, identifying key areas for refinement and driving continuous system enhancements.

Client Support Assistant | AMBSE | Atlanta, GA

Mar 2019 – Nov 2021

- Delivered high-quality customer support, resolving software and hardware challenges to enhance the user experience.
- Assisted ServiceNow clients in diagnosing technical issues, facilitating efficient troubleshooting and resolution.
- Provided clear, concise communication of solutions, ensuring seamless client interactions and satisfaction.

- Collaborated with internal teams to improve support processes, reducing issue resolution time.
- Maintained detailed records of customer inquiries and resolutions, contributing to service optimization and knowledge sharing.

EDUCATION

Bachelor of Business Administration in Information Systems | *Kennesaw State University*

LANGUAGES

Spanish | Fluent