ZACH DILL

UX / UI NERD
CHARLOTTE, NC

EXPERTISE

UX / UI DESIGN & RESEARCH

ACCESSIBILITY STANDARDS

WEB & MOBILE INTERFACES

AGILE DEVELOPMENT

TECH SKILLS

ADOBE CREATIVE SUITE

FIGMA, SKETCH, XD

JIRA, CONFLUENCE

MS OFFICE

HTML, CSS, SASS, LESS

OSX, WINDOWS, LINUX

PORTFOLIO
BUGBBQ.COM/PORTFOLIO

PROFILE

I'm a detail-oriented UX leader with extensive experience in the software development world. Having worked closely with developers in mobile, web-based, and desktop applications, my UX/UI designs are not only user-centric, but optimized for ease of integration in the development arena.

EXPERIENCE

JAN 2023 – NOV 2023
SR UX DESIGNER PETDESK

Hired into senior role to oversee UX research and design for three separate lines of business covering web and mobile (iOS and Android) platforms. As head of user experience, my duty was to enforce UX standards, manage project timelines, and present findings to stakeholders in an agile environment.
- Conducted user interviews, A/B testing, created wireframes, interactive prototypes, and presented results to stakeholders on a routine basis.
- Increased ease of handoff by building a custom design-to-dev pipeline using Figma and Zeplin with integrations into Jira for each line of business.
- Implemented design system principles into designs for rapid prototyping and creating a common language between design and development teams. Adhered to WCAG 2.2 accessibility standards.

JUL 2022 – DEC 2022
LEAD UX/UI DESIGNER TRYON DIRECT

Lead designer in the development of a new EMR (Electronic Medical Record) platform for one of the fastest growing medical partners in the region. As a lead, solving problems and implementing solutions in a rapid time frame were expected and always met under my watch.
- Built design-to-development pipeline from the ground up by instituting a design system in Figma and creating an efficient hand-off procedure using Zeplin in an Agile environment.
- Educated development team on accessibility standards (WCAG 2.1) to assure compliance.
- Utilized analytics platform DataDog and created multiple UX dashboards in order to track user behavior, pain points, and other quantitative data while maintaining HIPAA and PCI compliance.

MAR 2018 – JUL 2022
UX/UI DESIGNER AFLAC INC.

A critical member of a UX team in charge of researching, designing, and updating main insurance sales tool for Aflac field agents. From interviewing users, gathering requirements for Jira tickets, rapid wireframing solutions, creating pixel-perfect designs, to development handoff, my responsibilities spanned the entire UX spectrum.
- Created, instituted, and maintained the primary design system for the sales platform using Sketch initially, then transitioning to Figma.
- In charge of upholding accessibility standards (WCAG 2.0/2.1), along with being the subject matter expert for anything accessibility for both design and development.
- Built communications bridges between development, content writing, and design teams in order to streamline sprint pipelines.
- Followed path for NN/g certification by passing course on Analytics and User Experience.

MORE HISTORY AVAILABLE UPON REQUEST OR AT MY LINKEDIN PROFILE

EDUCATION

1998 – 2000
COMPUTER SCIENCE UNIVERSITY OF NORTH CAROLINA AT ASHEVILLE

Attended UNCA under the computer science program. Worked digital layout/design for school newspaper. Involved in campus computer club.

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(THIS RESUME WAS CREATED ENTIRELY IN FIGMA BY ME, CHECK IT OUT!)