GARRETT FOX

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SKILLS

User Interface Design
User Experience Design
Wireframes
Functional Prototyping
Accessible Design
Graphic Design
Web Design
HTML & CSS

APPLICATIONS

Axure RP
Figma
Adobe XD
Photoshop
InDesign
Illustrator
Wordpress

CERTIFICATIONS

NN/g User Experience,
Interaction Design (2022)

EDUCATION

Arizona State University
Bachelor of Science,
Graphic Design (2010)

MISSION STATEMENT

I will strive to provide effective solutions and industry best practices to every design challenge, while being a strong communicator, helper and teammate.

EXPERIENCE

SRP | Phoenix, AZ　　　　　　　　　　**Dec 2015 - Present**
Senior UI/UX Designer

- Sole UI/UX designer for all post-login customer facing web/mobile app interfaces (My Account, SRP Power app, SRP M-Power app, SRP Water app)
- Launched redesign of SRP My Account web application in 2019, improving overall customer satisfaction from 65% to 85% in 6-month span based on customer surveys
- Per J.D. Power 2024 Utility Digital Experience Study, SRP provided a digital experience with an overall satisfaction score (653) nearly 50 points higher than national average (594), ranking #2 overall.
- Design UI wireframes, mockups and functional prototypes for customer facing products and enterprise/internal products to assist in usability tests
- Effectively communicate design decisions and industry best practices during meetings with various internal groups, managers, stakeholders
- Ensure consistent application of brand standards across multiple platforms and frameworks/libraries (Native iOS, Android, Bootstrap, React)
- Consulted during employee intranet transitioning to a SharePoint site
- 2020: Promoted to Senior position

American Airlines/US Airways | Tempe, AZ　　**Feb 2013 - Dec 2015**
Senior UI/UX Designer

- Design functional prototypes for customer facing and internal products
- Design mockups and wireframes (ranging from low to high fidelity)
- Created/Maintained functional Axure component library that design team would reference/use for projects
- Demonstrate mockups/protoypes during meetings with various internal groups, managers, stakeholders
- Provide QA against developed features to ensure consistency with design and intended behaviors
- Promoted to Senior position within 2 years