

# Rachel E. Millman

Product + UX Designer

Location  
 Miami, Florida

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## PROFESSIONAL EXPERIENCE

### Product Designer (Payments), Bonterra

July 2022 - Present

Collaborate with product, engineering, and stakeholders to develop accessible solutions to optimize digital fundraising tools • Conduct and analyze user research and data to inform design decisions • Administer ongoing A/B experiments to increase form conversion rate by over 10%

### UX Designer, Somo Africa

May 2022 - July 2022

Lead project to redesign multiple screens to enhance usability with ultimate goal of attracting and retaining investors • Conduct extensive user research to understand existing audience • Deliver an augmented design system based on existing brand styles

### UX Designer, Gardenstead

May 2022 - July 2022

Ideate, design, and prototype proposed solutions to monetize and grow the company platform • Competitive analysis and primary user research to gain qualitative data and directly learn from users • Clearly define business goals and company vision

### Analyst (Customer Relations), CarMax Home Office

August 2020 - September 2021

Engage with the public on behalf of CarMax on both web and mobile platforms • Partner with executive teams to resolve escalated customer concerns • Build consumer confidence in the product + brand to improve customer retention rate

## ACCOMPLISHMENTS

### Second Place Award, Bonterra Hackathon, 2023

Participated on a small team to create, build, and deliver a prototype of a Freemium model of Bonterra's fundraising software • Received company-wide accolade

### Top 1% Global Mentor, ADPList.org, 2023

Recognition amongst over 22,000 mentors for providing exceptional career guidance and expertise to a diverse pool of designers at varied career levels

## EDUCATION

### UX Design Certification

Springboard, 2022

### B.A. in Spanish

Virginia Tech, 2018

## SKILLS

### Design

Journey Mapping

Sketching

Mockups

Prototyping

Content Writing

### Research

User Interviews

Usability Testing

Survey

Competitive Analysis

Workshops

### Tools

Figma + FigJam

Sketch

Miro

Jira

Pendo

Condens

### Languages

English (Native)

Spanish (Fluent)

American Sign Language (Fluent)

### Programming

HTML + CSS Fundamentals