Janelle Collins
Senior UX Designer

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WORK EXPERIENCE

Lead UX Designer | Tetrad Tech, LLC
Community engagement mobile platform (March 2025-Present)
- Partnered with the founder (serving as developer and PM) to build 30+ reusable components for a mobile app, boosting visual consistency by 70% and reducing feature launch time by 30%
- Conducted a full UX audit and redesigned navigation, layout, visual styles, and social interactions, enhancing usability, app aesthetics, and community engagement.
- Led user interviews and card sorting with 6 users to explore recognition preferences; translated findings into low-fidelity wireframes and tested concepts

Sr UX Designer | Ernst & Young
Government-backed Lender (June 2024-February 2025)
- Redesigned a lock feature, improving vendor workflows and internal tracking; established scalable reusable patterns
- Conducted UX audit for and heuristic evaluation for 5 departments, identifying inconsistencies across the product suite; helped prioritize improvements, reduce technical debt and validate designs
- Led the redesign of the Capital Markets Engine, replacing a legacy system by conducting user research, journey mapping, and prototyping to enhance efficiency, usability, and transparency
- Partnered with product managers, engineers, and solution architects to define user needs and ensuring data integrity

UX Designer | Ernst & Young
Digital & Emerging Technologies (August 2023-June 2024)
- Designed responsive intranet prototypes aligned with client RFP and NN/g best practices, helping secure a multi-million dollar build contract through four iterations in two-week sprint cycles.
- Created features to foster employee connection, including social posts, events, search, and AI chatbot for policies and benefits, enhancing usability across web and mobile.
- Explored design trends within the financial industry, including generative AI solutions, by designing AI-powered compliance and project planning tools and a mobile app for thematic investing alongside other designers and PM's

UX Designer | Ernst & Young
International Commercial Bank (August 2022-August 2023)
- Collaborated with cross-functional teams to design the document attachment feature, enabling in-line uploads and quick access across teams which streamlined reviews and reduced approval times by 20 percent
- Developed a scalable design system in close collaboration with engineers, ensuring all components were optimized for technical feasibility, accelerating implementation and reducing rework by 30%.
- Launched comments and checklist tools to increase transparency, surface blockers, and centralize communication, leading to faster reviews and a clearer audit trail.

UX Designer | Ernst & Young
Government Mortgage Agency (June 2022-August 2022)
- Designed wireframes and interactive prototypes for an internal policy review tool, iterating based stakeholder feedback and usability testing during final development sprints to streamline workflows.
- Developed a new audit workflow, improving transparency and helping track compliance history with fewer steps.

SKILLS

Design Web Interface Design, Product Design, Design Systems (Creation & Management), Visual Design, Brand & Visual Identity, Data Visualization, Accessible Design, Mobile UX Design (Android & iOS), Responsive Design, Interaction Design, Design Thinking, Developer Handoff Creation, High-Fidelity Prototyping, Low-Fidelity Wireframing, Interactive Prototyping
User Research User Interviews, Surveys, Card Sorting, User Journey Mapping, User Flows, User Personas, User Scenarios, Usability Testing, Heuristic Evaluations, Competitive Analysis, Affinity Mapping, Empathy Mapping, Persona Development, Information Architecture, Qualitative & Quantitative Research Methods, Market Research, Data Collection & Analysis
Tools Figma, FigJam, Miro, Adobe Creative Suite, Google Suite, Microsoft Suite, JIRA
Soft Skills & Methodologies Adaptability, Problem-Solving, Agile Methodologies, User-Centric Approach, Innovative

EDUCATION

UX Design Certificate | Georgia Tech
B.S. Business Administration- Marketing | University of North Carolina at Charlotte