

## Work Experience

### Sunnova Energy - Product Designer (Portfolio available upon request)

Houston, TX (Remote) | Apr 2023 - Oct 2024

- Led customer portal redesign project, improving user experience and increasing portal usage by 15% per quarter
  - Modernized the portal's UI while improving accessibility, navigation, visual hierarchy, and user flows
  - Worked closely with the development team and led weekly design reviews to ensure smooth handoff and implementation of designs
  - Established design system with greater design team to align across products and improve workflows, reducing development time by 20%
  - Spearheaded the creation of high-fidelity prototypes using Figma, enabling faster stakeholder buy-in and alignment.
  - Conducted user interviews to gain empathy for customer experience and translated feedback into actionable design improvements, which resulted in a 10% reduction in customer support inquiries
- Provided support services to marketing website team
  - Refined website designs provided by marketing designer for pixel-perfect handoff to developers
  - Applied design system practices to marketing designs (i.e., created defined components and styles in Figma)

### NS804 - Product Designer

Richmond, VA (Remote) | Feb 2021 - Jan 2023

- Delivered a total of 5 new product designs while maintaining updates for 2-3 existing products
  - Met with clients to discuss their product ideas and how to translate business goals to the design
  - Designed user flows and improved existing user flows to outline project needs and plan the design process
  - Designed high fidelity wireframes and prototypes to present to internal team and clients
  - Wrote documentation and compiled assets for developer handoff
  - Conducted extensive product testing to identify bugs and provide feedback to the developers

### Capital One - Campus Recruiting Coordinator

Richmond, VA | Jun 2016 - Sep 2019

- Scheduled and facilitated high-volume interview days for campus recruiting candidates
  - Coordinated with candidates, interviewers, and hiring managers to ensure smooth interview process and documentation

## Education

### DesignLab, UX Academy

Oct 2019 - July 2020

UX Design Certification Program

### Virginia Commonwealth University

Aug 2012 - May 2016

B.S. in Psychology, Summa Cum Laude

## Hobbies

- Indoor Rowing
  - Completed 8 half marathons & 1 full marathon
- Traveling
- Drawing people's pets
- Vinyl record collecting



**Pauline  
Carpio**

Product designer dedicated to enhancing user experiences and creating efficient workflows. Seeking opportunities to deliver intuitive solutions in a collaborative environment.

📍 Richmond, VA

✉️ pdyc29@gmail.com

🌐 paulinedyc.com

## Skills

🖥️ Figma

Sketch

Invision

Adobe Photoshop

Adobe Illustrator

Final Cut Pro

👤 Wireframing

Prototyping

User Research

Developer Handoff

Design System  
Management

Presentations

Sitemaps/  
User Flows

Agile