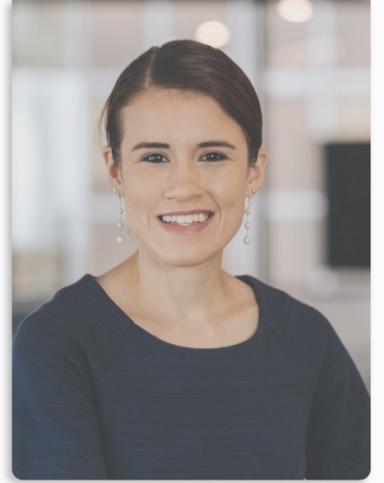# Janet Gonzales

I'm a Senior UX Designer with experience primarily in large enterprise software. I have an MBA as well as experience designing software, iOS/Android Apps, and web layouts.

janet@gonzales.com ✉

Salt Lake City, UT 📍
Freelancing Remotely

janetgonzales.com

Work Experience

NICE CXone
Senior UX Designer   2022–Present

- Lead UX Designer for the Agent and Integrated Agent Experience
- Currently designing the Agent Copilot AI as the sole designer
- Leads meetings with key stakeholders
- Conducts UX research as needed and collaborates with UX Researcher

Senior UX Designer
Start Studio   2021–Present

- Lead UX/UI Designer for the team, still freelancing as work comes up.
- Created end to end designs for desktop software, web apps and mobile apps for Silicon Slopes Startups.
- Main Client: GLEIF (Global Legal Entity Identifier Foundation)

Freelance UX Designer
Janet Gonzales   2021–Present

- Designing mobile, web and software experiences in agency environments, as part of an in-house team and as a contractor.

Administrative Manager
UBS   2021–2022

- Responsible for the growth and coaching of 60+ associates. Staff Manager for Arizona, Utah and New Mexico branch offices.

Director of Operations
Crewe Advisors   2019–2021

- Responsible for the growth and coaching of 20 associates.
- Worked with CEO to oversee, plan and implement the general management and operations of the firm.

Associate
Goldman Sachs   2017–2019

- Conducted risk-based periodic testing for Operations, Investment Banking and Investment Research
- Created test scripts, QA tested internal software with developers.

Education

Certificate, User Centered Design
Parsons School of Design

MBA, Entrepreneurship
Westminster College

BA, History
Brigham Young University

Skills

UX Design | UX Research | UI Design

HTML/CSS | JIRA | Agile/Scrum

Figma | Adobe Illustrator

Adobe XD | Sketch

Interests

UI/UX | Figure Skating | Aerial Arts | Hiking | Traveling | Graphic Design | Volunteering with AIGA Portland