

Max Vecchitto





UX Designer

RESEARCH · WIRE-FRAME · PROTOTYPING

Product and UX designer focused on using data to improve the entire customer journey. A strong technical know-how, 7 years of customer facing experience, with a background and working knowledge of front-end development.

- 📍 Denver CO
- 📞 (415) 827-2613
- ✉ Max.Vecchitto@gmail.com
- 🌐 MaxVecchitto.com
- 🐙 github.com/MaVec360

Experience

- Dec 2021 – Current | CO **Fuego UX**  **UX Designer**
 - Lead multiple projects within the UX agency, including fortune 500 companies.
 - Redesign of SaaS platform used by hundreds of thousands of users.
 - Extensive UX research and discovery, including user interviews, journey mapping, user stories, and more.
 - Oversees client relationships and design MVP wire-frames and prototypes to address multiple user group's needs.
 - Implemented and followed robust design system and process
- Aug 2021 – Dec, 2021 | CO **Cactus, Inc**  **UX Designer**
 - Mobile and desktop web redesign, from atomic component level, up to final page layout and designs.
 - Worked cross-functionally with developers.
 - Rapid wire-framing and prototyping based on user needs, as well as client's business needs.
 - IA and site mapping, CMS creation & maintenance.
 - Creation of personas, user journey maps, & service delivery mapping.
- Feb 2019 – Aug 2020 | SF **Tradeshift, Inc**  **Service Delivery Manager**
 - Responsible for overall knowledge of Customer experience, from set-up, integration, business process, products & services.
 - Maintain and improve company's NPS scores through white-glove, hands on client relations.
 - Create the value awareness of newly released features and provide product release information to customers.
- Nov 2017 - Jan 2019 | SF **iCracked, Inc**  **Senior Operations Service Manager**
 - Managed team of two operation associates (FTEs)
 - Oversaw workflows of 8 outsource operational support agents
 - Defined and monitoring KPIs for US network of B2C contractors
 - Managed LOB with an annual run rate of \$2.5 million
 - Architecting and optimizing process flows for B2C LOB

Education

- 2020 – 2021 **Digital Product Design**
University of Colorado, Boulder, CO
Master of Arts
- 2007 – 2012 **Environmental Science**
Humboldt State University, Arcata, CA
Bachelor of Science

Max Vecchitto

UX Designer

RESEARCH · WIRE-FRAME · PROTOTYPING

Product and UX designer focused on using data to improve the entire customer journey. A strong technical know-how, 7 years of customer facing experience, with a background and working knowledge of front-end development.

- 📍 Denver CO
- 📞 (415) 827-2613
- ✉ Max.Vecchitto@gmail.com
- 🌐 MaxVecchitto.com
- 🐙 github.com/MaVec360

Tech

- | | | |
|--|---|---|
| Advanced | Intermediate | Basic |
| <ul style="list-style-type: none"> • Figma • Adobe Photoshop • Adobe Illustrator • Adobe XD • WordPress | <ul style="list-style-type: none"> • Webflow • Google Analytics • Prototipe • Invision • Zeplin • Adobe After Effects | <ul style="list-style-type: none"> • Unity • Blender • Fusion • Visual Studio • HTML/CSS • Javascript |

Skills

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Empathy & Communication • Active Listening • Teamwork & Collaboration • Effective Time Management • Critical Thinking & Curiosity • Presentation • Strategy & Leadership • Feedback & iteration | <ul style="list-style-type: none"> • UX Research • Ideation • Information Architecture • Task flow Design • Storyboards • Userflow & Wireframing • Prototyping • Visual Design | <ul style="list-style-type: none"> • Storytelling • Interaction Design • Usability Testing |
|--|--|---|

Volunteer Work

I volunteer monthly at Metro Caring Denver, where we provide nutritious groceries to our neighbors, and also offer comprehensive anti-hunger resources so that families can stop hunger at its root.