LOVEMORE CHIROMBO

(UX) DESIGNER & STRATEGIST

914-434-3300 lovemorechi@gmail.com www.lovemorechi.com Remote - USA

SKILLS

TOOLS

Figma
Adobe XD
Sketch
Axure
InVision
Abstract
Photoshop
Illustrator
InDesign

DESIGN

Interaction Design
Visual Design
Service design
Wireframing
Prototyping
Design Exploration
Sketching
Design Strategy
Service Design

RESEARCH

Competitive Analysis
Usability Testing
Affinity Diagramming
Personas
Interviews
Surveys
Storyboarding
Journey Mapping
Service Mapping

PROJECT MANAGEMENT

Agile Sprints
Jira/Confluence
Slack/Skype
Scrum/Kanban
User Stories

DIGITAL ANALYTICS

Google Analytics
Google Tag Manager

EDUCATION

UNIVERSITY OF MARYLAND BALTIMORE COUNTY (B.A - Business Technology Administration – 2014)

COMMUNITY COLLEGE OF BALTIMORE COUNTY (A.A – General Studies – 2010)

CERTIFICATIONS

- Certified SAFe Agile Practitioner
- Certified Scrum Master
- UX Strategy, Design & Development.
- Service Design – Designing for Experience.
- Design Thinking – Customer Experience.
- Transitioning from Waterfall to Agile.
- Bridging the Gap between Strategy Design and Delivery.
- Certified Google Analytics Specialist.

EXPERIENCE

CHIEF EXPERIENCE OFFICER

INOVCARES (STARTUP) / Remote / 2018 - Present

- Lead design, strategy and project management for a globally distributed team building a digital maternal health platform.
- Manage day to day tasks for developers using project management tools such as Jira, Slack, Skype.
- Conduct user testing, design reviews, market research and competitive analysis to help guide product strategy.
- Create user flows, sketches, wireframes and prototypes for mobile apps and web portal.
- Train the team on Agile software development best practices.

PRINCIPAL UX ENGINEER

NORTHROP GRUMMAN / Baltimore / 2019-2021

- Contributed to user experience (UX) initiatives for the U.S government digital products, focusing on modernization efforts to streamline access and application processes for American citizens.
- Collaborated in the creation of comprehensive UX deliverables, including sitemaps, wireframes, specifications, and process flows for large-scale enterprise solutions. Presented findings, concepts, and deliverables alongside team members to stakeholders and Subject Matter Experts.
- Led Design Operations (DesignOps) by orchestrating workshops and initiatives for a UX team comprising over 60+ members. Devised and implemented strategies that fostered a cohesive culture, streamlined processes, leveraged appropriate tools, and established governance.
- Engaged in Agile methodologies, participating in ceremonies such as demos, daily standups, and retrospectives with government stakeholders and SMEs.
- Assisted in conducting usability testing sessions, analyzing both qualitative and quantitative data.

SENIOR UX DESIGNER

BELLESE TECHNOLOGIES / Baltimore / 2017-2019

- Supported the Centers for Medicare and Medicaid Services' UX initiatives of modernizing healthcare legacy software to improve data quality for all dialysis facility across the United States.
- Primary tasks included presenting sprint deliverables to stakeholders, conducting user research, interviewing, creating wireframes and mockups, creating user flows, task flows, style guides, user interface specifications, and managing the design system.
- Created a design system to allow developers to reuse components and web assets as well as have a single source of truth for design standards across teams.

UX DESIGNER/DEVELOPER

CAREFIRST BLUECROSS BLUESHIELD / Baltimore / 2013 - 2017

- Consulted on UX research and design needs with other internal business stakeholders and external vendors.
- Worked on enhancing customer facing and internal portal features such as the find a doctor tool and drug search tool.
- Tested web products for accessibility using 508 compliance.
- Led implementation of Google Analytics 360 suite for the marketing team, as well as providing technical insights to the Business Analysts.
- Refined and iterated on user experience by designing and implementing new modules and interfaces for complex, responsive websites (CareFirst.com).