Enrique Garcia

UX/UI Designer

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www.eagbdesign.com

Linkedin Profile

UX/UI Designer and AI Specialist with over 3 years of experience in designing and enhancing user-centered digital interfaces for the automotive industry and beyond. Proficient in key tools such as Figma, Adobe, and Agile frameworks, with additional expertise in Artificial Intelligence and Machine Learning. Strong background in wireframing, prototyping, user research, and UX methodologies. Collaborated with cross-functional teams on over ten key projects to deliver impactful, AI-enhanced, and user-friendly solutions across digital platforms.

Work Experience

UX Designer

DXC Technologies / Luxoft Germany

March 2022 to March 2024 (2 years)

- Led the design of in-vehicle information systems for global markets across 3 regions (Europe, Asia, and America), resulting in a 20% improvement in system efficiency and usability.
- Designed comprehensive wireframes and prototypes to optimize user workflows, resulting in a 15% increase in user satisfaction scores.
- Collaborated with software development teams to implement user-centered designs that improved product usability by 20%.
- Initiated a creative brainstorming workshop series attended by designers from diverse backgrounds which led into five innovative concepts being developed further for upcoming releases while fostering team cohesion through shared experiences.

Webdesign & UX/UI Designer

Freelance

August *2018 to January 2022 (3 years, 5 months)*

- Created and redesigned web platforms for small to medium-sized businesses, increasing client website traffic by up to 30%.
- Tested mid-fidelity prototypes using Figma, iterating designs based on user feedback and usability testing.
- Enhanced long-term customer engagement strategies for over 10 clients by iteratively refining designs based on feedback loops, achieving a notable increase in client retention and satisfaction levels of 30%.

Customer Specialist

Booking.com

June 2016 to August 2020 (4 years, 2 months)

- Delivered exceptional customer service and support, achieving a 100% customer satisfaction rating over a 12-month period.
- Trained new hires in company procedures, leading to a 25% improvement in team efficiency.
- Managed and prioritized over 50 customer requests per week, leveraging KPIs to maintain 95% on-time delivery and exceed company performance benchmarks by 15%.
- Analyzed feedback trends resulting in actionable insights that improved resolution times by approximately three hours per week; findings focused on addressing the most common causes of dissatisfaction among customers.

Education

Artificial Intelligent Engineering Bootcamp

Institution: Ironhack Berlin

Year of Graduation: 2024

UX/UI Design Bootcamp

Institution: Ironhack Berlin

Year of Graduation: 2021

Webdesign Diploma

Institution: SAE Institute Berlin

Year of Graduation: 2016

Multimedia Design

Institution: Copenhagen Technik School

Year of Graduation: 2009

Technical Skills

- **Figma:** Proficient in using Figma to create high-fidelity prototypes, design systems, and wireframes for web and mobile applications.
- **Wireframing & Prototyping:** Expertise in creating wireframes and interactive prototypes to visualize user flows and gather feedback for iterative design improvements.
- **AI Tools:** Implemented AI-driven design tools that streamlined the UX/UI design process, enhancing project turnaround times by 35% while improving user satisfaction scores based on post-launch surveys from 100 users.
- **Benchmarking:** Conducted benchmarking to analyze competitive products and identify areas for improvement in usability and design.

English (C1) | German (C1) | Native Spanish