

LUCA IACONI-STEWART UX DESIGNER

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Boston-based user experience designer with a lifelong passion for solving complex problems, and a background in paper-model engineering, management, and IT. My keen eye for detail underpins my love of elegant, functional, and research-based solutions.

UX DESIGNER SALLIE MAE

NEWTON, MA MAR 2020 - PRESENT

I strive to create a simpler, more approachable student loan application experience for users while balancing complex regulatory, business and developer requirements.

- Continually deliver improvements to desktop and mobile web application platforms as part of a cross-functional team in an agile environment
- Conduct regular user testing to validate and iterate upon wireframes and prototypes
- Ensure alignment with business and developers by proactively engaging with stakeholders throughout design process
- Meet regularly with design team to update internal design systems and discuss developments and trends in the industry

UX DESIGNER / CONSULTANT CITY OF BOSTON

BOSTON, MA NOV 2019 - JAN 2020

Spearheaded an effort to redesign the Boston.gov content management system to make employees' common tasks simpler, more intuitive, and more efficient. [View case study](#)

- Gained a deep understanding of how city employees used the existing Drupal content management platform through interviews and contextual inquiries
- Navigated tight technical and timeline constraints by prioritizing research findings to create a minimum viable product
- Created and iterated on an interactive digital prototype to usability test targeted design and taxonomy changes
- Overwhelmingly positive feedback from users led the city to begin implementing many of the proposed changes

UX DESIGN FELLOW GENERAL ASSEMBLY

BOSTON, MA SEP - DEC 2019

As part of a 10-week, 500+ hour program, I immersed myself in the world of UX by applying design principles and best practices across multiple projects.

- **LinkedIn** – Contact Management Feature
Improved LinkedIn contact memorability by prototyping and usability testing a feature for the mobile app to automatically group users' connections and provide a framework for further organization. [View case study](#)
- **Upstairs Downstairs Antiques** – E-commerce Website
I brought spontaneity and surprise to the online shopping experience of a local antique store by designing a clickable Axure prototype, while using information architecture best practices to create an intuitive browsing experience for shoppers. [View case study](#)

SKILLS

Project Management
User Research + Synthesis
Personas + User Flows
Sketching + Wireframing
Prototyping
Usability Testing
UI + Visual Design

SOFTWARE

Sketch
Adobe XD
InVision
Axure
UserTesting.com
OptimalSort

HTML/CSS
Shell Scripting

Adobe Creative Suite
Apple Final Cut Pro/Motion

MacOS, Windows, and Linux

EDUCATION

VASSAR COLLEGE
POUGHKEEPSIE, NY 2009-2011

Political Science and
Environmental Studies

INTERESTS + HOBBIES

Politics
Aviation
Architecture
Photography
Walking

CONTINUED >

EXPERIENCE (CONTINUED)

MANAGER / IT SUPPORT SCHUYLER RUMSEY PHILATELIC AUCTIONS

SAN FRANCISCO, CA SEP 2017 - MAR 2019

I provided stellar customer and employee experiences at a small auction house while modernizing workflows and fostering collaboration via cloud-based services.

- Enhanced clarity and readability of invoices by prioritizing the information that customers cared most about
- Reduced human error in lot-scanning workflow and ensured color accuracy in printed catalog by automating catalog production processes
- Sped up invoicing by 50% by creating a shipping charge estimator, and streamlined and automated post-sale shipping logistics to get packages to customers faster
- Improved business-critical SQL database performance by 300% and bolstered network security by migrating from antiquated Windows server to custom-built Linux server
- Ensured the success of auctions by efficiently managing a team of temporary workers and coordinating event services

DESIGNER / MODEL-MAKER / VIDEOGRAPHER (FREELANCE) DENTSU MÖBIUS

SAN FRANCISCO, CA DEC 2014 - DEC 2015

In collaboration with an advertising agency, I created an award-winning social media campaign for Singapore Airlines that broke engagement records with over 35 million views and hundreds of thousands of social interactions. The campaign featured detailed models of the airline's seats that I designed and built from manila file folders. My work was later exhibited in Amsterdam at a pop-up gallery for the airline.

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