

Jasmine Quindala

Product Designer

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PROFESSIONAL EXPERIENCE

Career Break - April 2024 - April 2025

- Traveled to 5 countries and 17 cities; planned and hosted an international wedding, strengthening organizational and cross-cultural communication skills.
- Attended online design workshops and worked on the [Art of Visual Design](#) course to stay current and refine skills.

Product Designer - Dec 2021 - April 2024

New York City Department of City Planning (DCP)

- Collaborated with 4 + product owners and 5 + engineers to design high-fidelity wireframes and interactive prototypes in Figma, enhancing multiple DCP web applications to improve user experience and satisfaction.
- Developed a comprehensive design system using an atomic design approach, ensuring visual consistency, accessibility, and easier collaboration with the engineering team for more than 14 DCP applications.
- Led user interviews, usability testing, and research synthesis to identify key insights that inspired actionable next steps, significantly improving user-centered design for 5 DCP products.
- Partnered with engineers, product stakeholders, and CIO to launch a [responsive web app](#) mandated by legislation from Public Advocate Jumaane Williams, translating complex data into an accessible tool on housing affordability and racial equity.

UX Designer - Sep 2020 - Dec 2021

Accenture with the New York State and Local Retirement System

- Analyzed technical system documentation and proposed design solutions for three cross-functional features in the New York State and Local Retirement System's PeopleSoft system, which served 1.1 million members, streamlining data processing and improving workflow efficiency.
- Conceptualized and developed comprehensive technical design documents for 3 cross-functional design changes, facilitating engineers' efficiency to launch.
- Designed and leveraged mid-fidelity wireframes for 3+ new webpages and presented them during design review, aligning cross-functional stakeholders.

Clinical Ancillary Support & Implementation Lead - Aug 2019 - Sep 2020

Accenture with the Mount Sinai Health Systems

- Executed and led 50+ end-to-end product implementations across 7 of 8 Mount Sinai hospital campuses, which served millions of patients annually, balancing user-centered patient experience and critical business needs.
- Partnered with the technical team, hospital stakeholders, and client partners to diagnose user pain points and gather user feedback, optimizing avg. ticket volume by 50% (from 277 to 139) in under 6 months.
- Facilitated seamless communication and collaboration between the client and the offshore technical team in India, managing stakeholder relationships and expectations to establish an efficient support model.

Webmaster/Web Designer - Jan 2019 - May 2019

Department of Technology & Society (Stony Brook University)

- Worked alongside the Department Chair and 4 web team members to develop and implement a design strategy, successfully modernizing the Department of Technology & Society's website for a more professional online presence.
- Identified user pain points by actively gathering and analyzing feedback from department faculty and students, resulting in targeted design solutions and improved user experience.

EDUCATION

Technological Systems Management, B.S.
Information Systems, Minor

Stony Brook University

UI/UX Design Career Track, Certification
Springboard