

CRISMERLIN MONTERO

Entry-Level UX / Product Designer

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SUMMARY

UX/Product Designer with 3+ years of banking experience, a graphic design background, and formal training in user research, wireframing, and prototyping through a completed User Experience Design Program. Skilled at uncovering customer pain points, translating them into clear user flows, and communicating design decisions to stakeholders. Combines financial-services domain knowledge, a visual design foundation from 2+ years of graphic design work, and user-centered design methods honed through Figma-based case studies.

SKILLS

UX: User Research • Wireframing & Prototyping • User Flows • Information Architecture • Interaction Design • Usability Principles • Design Thinking • UI/Visual Design

Tools: Figma • Adobe Illustrator • Adobe Photoshop • Adobe InDesign

Professional Skills: Customer Research • Stakeholder Communication • Cross-Functional Collaboration • Process Improvement • Analytical Thinking • Attention to Detail

UX / PRODUCT DESIGN PROJECTS

AI Business Advisor — B2B SaaS Dashboard (Case Study)

- Small business owners often struggle to interpret raw financial data quickly enough to act on cash-flow risk; designed a dashboard concept in Figma that surfaces system-generated recommendations directly within the owner's workflow.
- Applied banking domain knowledge to structure the dashboard's information architecture around the indicators owners check most, turning dense financial data into guidance that's easy to scan and act on.

Spending Planner — Budgeting & Savings App (Case Study)

- Budgeting tools often bury savings features behind complex navigation, making it hard for users to build consistent habits; mapped an end-to-end user flow that surfaces budgeting and savings actions earlier in the experience.
- Built wireframes and an interactive prototype in Figma to test the improved flow and communicate design rationale to stakeholders.

Banking App Redesign (Personal Project)

- Drawing on direct front-line observation of customer behavior, conducted independent research to identify friction points in the mobile banking navigation experience.
- Designed wireframes, user flows, and an interactive prototype in Figma to address the friction, basing decisions on observed behavior rather than assumption.

EXPERIENCE

Associate Banker / Teller | JPMorgan Chase & Co. — Brooklyn, NY

2023 – June 2026

- Uncovered customer needs and pain points through direct conversation, then translated them into product recommendations — a discovery and needs-assessment skill set directly applicable to UX research.
- Partnered with cross-functional team members to improve service workflows, applying the same process-mapping and problem-solving approach used in designing user flows.
- Analyzed account activity and system data to resolve issues accurately, building strong analytical thinking and attention to detail.
- Simplified technical banking features into plain, user-friendly guidance for clients, increasing adoption of digital tools — the same skill used in writing clear UX copy and onboarding content.

EDUCATION & CERTIFICATIONS

User Experience Design Program

Completed July 2026

Foundations of User Experience (UX) Design | Google

Visual Elements of User Interface Design | California Institute of the Arts

Graphic Design Coursework

2025 – 2026

- Applied design principles including layout, hierarchy, typography, and color theory across print and digital projects using Adobe InDesign, Illustrator, and Photoshop.

Bachelor of Architecture | In Progress — coursework in spatial design, structure, and conceptual development

Associate in Applied Science — Fashion Design | Garment concept development from research and trend analysis

2022

Design Internship | Iwanciw Funware, New Jersey — design and marketing visual support

2022