

# JOSEPH NALDO III

User Experience (UX)  
Designer

✉ Joseph.Naldo@gmail.com  
☎ (240) 460-0606  
📍 Columbia, MD

🔗 joenaldo.design  
🐙 https://github.com/joenaldo3

## SUMMARY

I am a Maryland-based UX designer **focused on creating positive emotional responses** through iterative and innovative design.

My experience as an agile business analyst on multiple SCRUM teams helps me deliver a functional and valuable product, while meeting the needs of both the business and the user.

## SKILLS

UX/UI Design  
User Research  
Brand Strategy & Identity  
Information Architecture  
Personas  
User Stories  
Wireframing & Prototyping  
Usability Testing  
Cross-browser  
& Regression Testing  
Certified SCRUM Master (CSM)

## TOOLS & SOFTWARE

Figma, Sketch  
Invision, Balsamiq  
HTML, CSS  
JavaScript, jQuery  
Git/GitHub  
Percussion Rhythmyx  
Jira, Confluence  
Google Analytics  
BrowserStack

## EDUCATION

**Bloc**, UX/UI Design & Front-End Development Boot Camp  
*Nov. 2018 – Present*

**Univ. of Maryland, Baltimore County**, B.S. in Information Systems  
*Dec. 2012*

## WORK EXPERIENCE

**MAXIMUS, Inc.**, Technical Business Analyst  
*Dec. 2018 – Apr. 2019*

- Worked with dev team to update documentation for the Enterprise Life Cycle (ELC), such as the Computer Operator Handbook and the System Test Plan, for the IRS Tax Check Application.

**Booz Allen Hamilton**, Business Analyst/QA Tester  
*Jul. 2016 – Sep. 2018*

- Elicited and documented user stories for the content management system and re-design of Medicaid.gov and Insurekidsnow.gov.
- Supported the product owner in maintaining the product backlog and SCRUM boards.
- Responsible for QA testing at the end of all sprints to ensure development aligned with user stories.
- Lead the content migration for the FAQ collection page with the creation of 700+ content items and taxonomy updates.

**Dell Services Federal Government**, IT Technical Writer  
*Jan. 2016 – Jul. 2016*

- Managed a “self-help” technical knowledge repository with 300+ Knowledge-Based articles, in collaboration with subject matter experts, for the NIAID IT Service Desk. This reduced the average ticket resolution time by 30%, creating a better experience for the customers and more tools for the technicians.

**Dell Services Federal Government**, IT Field Technician  
*Dec. 2013 – Jan. 2016*

- Executive-level IT desktop support for The National Institute of Allergy and Infectious Diseases (NIAID). Directly supported the institute director along with 250+ federal personnel.

**The Walt Disney Company**, Business Analyst Intern  
*Jan. 2012 – Jun. 2012*

- Created a 20 page instruction manual for an app used by the Disney Customer Managed Relationships (CMR) Data Management Team, who supported e-mail and direct-mail marketing campaigns for Disney Parks and Resorts, and Disney Growth Businesses.