

Ramiro Gracias

Senior UX Designer

Senior UX designer - UX with a passion for creating intuitive, engaging, and user-centric digital experiences.

Leveraging 7+ years of experience in UX design, research, and usability testing, I am dedicated to crafting seamless interactions that delight users and drive business objectives.

EXPERIENCE

3pillar Global - CISCO Systems Senior UX Designer, Product Design

Abr 2024 - Present

UX Design User Flows Research Cross - Functional collaboration

- My work included designing experiences for network tunnel group creation, event monitoring across multiple data sources, and providing actionable insights that enable administrators to identify, investigate, and resolve connectivity issues more efficiently.
- Building integrations between Cisco and SD-WAN products, improving network connectivity experiences, and helping administrators better understand how events impact troubleshooting and remediation workflows.

PAYPAL UX Designer, Product Design

Mar 2022 - Jan 2024

UX Design Research Cross - Functional collaboration

- User experience for a checkout accelerator named Fastlane, a new product by PayPal poised to emerge as a leading one-click checkout solution globally.
- Leading the Web and Mobile user experience for profile management within Fastlane accounts, starting from scratch to streamline how users manage their personal information effortlessly.
- Contributed to the visual decision-making process for the Fastlane brand, ensuring its proper integration within the checkout experience.
- Develop Journey Maps to enhance the visibility and usage of user rewards within the PayPal checkout experience.
- Design a friendly visual experience that enhanced the visibility and usage of rewards for PayPal users within the PayPal App.



Contact info

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SKILLS

SOFTWARE

Design and Prototyping tools, including Figma, Sketch and InVision. Adobe Photoshop, Illustrator, 3dMax Autodesk, Claude.

DESIGN SKILLS

Wireframing, Interaction Design, User interface and User experience design, user research, accessibility focus design.

EDUCATION

Universidad Rafael Landivar
Bachelor's in Graphic Design
Guatemala, 2007

CICE, Madrid

Master in 3D modeling and animation
Madrid, 2008

OTHER

Universidad Rafael Landivar
Professor in Graphic Design
Guatemala, 2014 - 2018

EXPERIENCE

Xoom, a PayPal service

UX Designer

Mar 2017 - Mar 2022

UX Design

Research

Cross - Functional collaboration

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- User Experience to integrate the Xoom money transfer experience into PayPal, aligning UI/UX design to attract users to this new product, and developed communication strategies via email.
 - Improve the user experience, information handling and display on the review page for money transfers through Xoom.
 - Enhanced the usability of the internal agent platform for Xoom, streamlining navigation, data entry, and access processes.

Guatemala.com

UX Designer

Nov 2015 - Jan 2017

UX Design

UI Design

Cross - Functional collaboration

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- Designed UX for the guatemala.com web and mobile web platforms, crafted animations for social media communication, and collaborated on content for communication strategies.
 - Branding development and UI library creation

Healthcare.com

UX Designer

Apr 2014 - Nov 2015

UX Design

UI Design

Cross - Functional collaboration

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- Redesign the onboarding experience for users applying for life insurance, reducing data entry time and enhancing the display of search results.
 - Created animated infographics for marketing and brand awareness purposes.