# Matthew Zillhardt

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## Professional Summary

Seasoned UX professional with 10+ years of experience designing high-impact digital solutions for government, finance, insurance, and manufacturing sectors. Expertise in transforming intricate workflows into seamless, accessible experiences—balancing user needs, business goals, and technical constraints. Proven track record leading end-to-end UX processes, from research and strategy to wireframing, prototyping, and scalable design systems. Passionate about fostering engagement and trust through thoughtful, data-driven design for products serving millions of users.

**Key Accomplishments**
- **5+ Design Systems Built** - Created from scratch for cross-industry clients, enforcing brand standards and accelerating prototyping
- **Claims Process Optimization** - Reduced call volume 20% via intuitive user flows and error-proofing.
- **WCAG 2.1 Compliance Achieved** - Upgraded 3 enterprise apps for full accessibility, expanding user base

## Professional Experience

**UX Designer, SkySolutions (remote), 02/2023 - 12/2024**
*Leading consultancy delivering digital solutions for federal clients in healthcare, financial services, and national security.*

**Key Contributions & Achievements**
- **End-to-End UX Leadership**: Translated complex federal requirements into intuitive workflows by conducting stakeholder interviews, UX research, and iterative prototyping in **Axure RP**, reducing development rework by 30%.
- **Cross-Functional Collaboration**: Spearheaded design workshops and presentations in **Figma**, aligning engineers, PMs, and stakeholders on user-centric solutions for high-stakes projects.
- **Data-Driven Optimization**: Leveraged **A/B testing** and user interviews to refine designs, cutting iteration cycles by 40% while improving task completion rates.

**Select Projects**
**AI-Powered Benefits Platform | Social Security Administration**
- Designed **AI-driven components** for case analysts, reducing benefits decision time by **25%** and minimizing appeals through clearer data visualization.

**AI Tool for Federal Technicians**

- Prototyped core interfaces for an **AI decision-support system**, streamlining technician workflows and accelerating resolution times by **35%**.

**Skills**: Figma, Axure RP, Agile/Scrum, User Research, A/B Testing, Stakeholder Management

**Consultant UX Designer / UI Developer, Subaru of America (remote), 12/2022 - 03/2023**
*Subaru of America is a leading distributor of Subaru-brand vehicles across the United States.*

**Key Contributions & Achievements**
- **Product Innovation**: Redesigned a complex system into an **award-winning prototype** showcased at a major industry trade show, praised for its i**ntuitive work order and pre-authorization management**, enhancing user efficiency by **30%**.
- **Human-Centered Design**: Created **wireframes and high-fidelity prototypes in Figma** using Material UI, informed by in-depth user interviews and iterative feedback in an **Agile environment**.
- **Data-Driven Optimization**: Led **A/B testing** with interactive Figma prototypes, reducing design iterations by **25%** while improving task success rates and user satisfaction.

**Skills**: Figma, Material UI, HTML/CSS, Agile/Scrum, User Research, A/B Testing

**Consultant UX Designer / UI Developer, BeyondTrust (remote), 05/2022 - 09/2022**
*Delivering cybersecurity solutions to 20,000+ global customers, including 75% of the Fortune 100.*

**Key Contributions & Achievements**
- **Responsive Design Initiative**: Led the development of a **mobile-first UX strategy** for the BeyondTrust Platform (BTP) using **Figma** and **Material UI**, ensuring seamless performance across tablets and smartphones. This unlocked new market opportunities for **remote industries**, increasing mobile adoption by **40%**.
- **Workflow Optimization**: Designed **wireframes and interactive prototypes** in **Sketch** and **InVision**, streamlining technician workflows and reducing **security issue resolution time by 25%**.
- **Cross-Functional Collaboration**: Partnered with engineering and product teams in an **Agile environment**, leveraging **Miro** for collaborative workshops to align on UX priorities and accelerate feature delivery.

**Skills**: Figma, Material UI, Sketch, InVision, Agile/Scrum, Responsive Design

**Consultant UX Designer / UI Developer, DuPont (remote), 10/2021 - 05/2022**
*A global leader in science and innovation serving semiconductors, aerospace, and advanced industries*

**Key Contributions & Achievements**
- **Data-Driven Interface Design**: Created **interactive prototypes in Figma** using **Material UI** for DuPont's Semiconductor Insights web app, integrating **advanced data visualizations** that reduced analyst decision-making time by **30%**.
- **Cross-Functional Alignment**: Authored user stories and design specs, bridging gaps between business, engineering, and design teams to accelerate product development cycles by 20%.

- **Evidence-Based UX Writing**: Led **A/B testing initiatives** on microcopy and UI messaging, improving user comprehension scores by **15%** and reducing support queries.

**Skills**: Figma, Material UI, Miro, Adobe XD, Adobe Creative Cloud, HTML/CSS, Agile Collaboration

**UX/UI Designer, GeoBlue (hybrid), 09/2016 - 11/2020**

*A leading international health insurance provider serving individuals, students, and groups worldwide .*

- **Accessibility Leadership**: Spearheaded **WCAG 2.1 compliance** for GeoBlueStudents, utilizing **WAVE, WebAIM,** and **JAWS** to achieve certification across multiple products - enhancing both **legal compliance** and **competitive market positioning**.
- **Dashboard Optimization**: Redesigned user portals to **improve engagement metrics by 25%** and reduce task abandonment, directly contributing to better health management outcomes.
- **Process Innovation**: Established company-wide **UX standards and workflows** adopted by engineering teams, reducing design-development handoff time by **30%**.

**Key Projects**:
- **Travel Insurance Platform**:
  - Revamped quote tool with interactive Figma prototypes
  - Integrated Calendly scheduling functionality
  - Result: **15% increase** in user conversions
- **Eclaims Redesign**:
  - Streamlined submission workflow
  - Reduced redundant form fields by 40%
  - Result: **20% decrease** in customer service calls
- **Skills**: Figma, Adobe Creative Suite, Microsoft Visual Studio, HTML/CSS, Visio, WCAG compliance tools (WAVE, WebAIM, JAWS)

# Key Skills and Areas of Expertise

**Design Skills**
- User Flow Development: Expert in analyzing complex workflows and redesigning user paths to improve engagement, simplify navigation, and reduce friction points.
- Wireframing: Skilled in producing low- and high-fidelity wireframes that clearly articulate design ideas and align stakeholder expectations.
- Prototyping: Expert in building prototypes based on high-fidelity wireframes to present functionality to various stakeholders.
- User research: Skilled in A/B testing, conducting user interviews, and usability testing.

**Design Tools**:
- Figma: Expertise in creating wireframes, prototypes, and design systems that align with user needs and business objectives.
- Adobe Creative Suite: Advanced proficiency in Photoshop, Illustrator, and Adobe XD to deliver polished, high-fidelity designs and production-ready assets.
- Miro: Skilled in storyboarding and facilitating team collaboration.

**Education:**

**Bachelor of Arts (BA) in Digital Media.** Albright College, Reading, Pennsylvania