

Claudia Castro

Product Designer|User Experience Designer
U.S. Legal Permanent Resident

Summary

Hands on experience in designing user interfaces for B2B software. I believe good design comes from really understanding users, and creating meaningful value to customers.

Experience

Stay-at-Home Parent | July 2020 - Present

Knoxville, TN

- Currently taking care of my toddler and teaching her through art, music and reading.
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- Leveraged AI to debug html and CSS code (2024).
- Coded my own portfolio in html and CSS (2024).
- Revamped delitosmenores.com a Spanish poetry website. I volunteered as both graphic and UX designer (2022).

Project manager (Volunteer position) | May 2025- Oct 2025

Living Stones Foundation. 100% Remote, USA

- Led User Experience, Software Development, and Data teams for a large-scale transportation project.
- Defined and executed the product roadmap, ensuring alignment with organizational goals.
- Established the Minimum Viable Product (MVP) for both mobile and web applications.
- Provided 1:1 mentorship to team members and projects, fostering growth and collaboration.
- Tracked and evaluated volunteer performance, ensuring accountability and engagement.
- Coordinated the onboarding process for new team members to accelerate integration and productivity.
- Defined epic tasks and deliverables across teams to maintain clear project structure and priorities.
- Facilitated cross-team alignment and integrations, ensuring cohesive progress between UX, development, and data initiatives.
- Advised board members on UX strategy and best practices to guide product decisions.
- Recruited and selected new team members to strengthen project capabilities.
- Presented project progress and insights, updates and recommendations.

User Experience Designer for Lexmark | Sep 2018 - Feb 2020

Populus group contractor based in Lexmark headquarters - Lexington, KY

- Designed solutions for web applications and printer panels.
- Created high fidelity mockups and click through prototypes to present solutions to internal stakeholders. Some of the prototypes I made were presented to clients through marketing.
- Collaborated closely with user researchers. Created participant screeners, user testing protocols, and supported UX research when needed.
- Worked with different stakeholders (Marketing, Sales, UX Researches, Developers, Product Owners) to help deliver and ensure quality of the end product.

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Human Computer Interaction Associate Instructor |

Aug 2017 - May 2018

Indiana University, Bloomington, IN

Led workshops to promote active learning in class.
Guided students and help them to solve their questions.
Facilitated design critiques.
Graded students' work.

Planning Assistant | Mar 2011 - Jun 2013

Carval de Colombia, Cali, Colombia

- Conducted sales and inventory analysis to design production plans to satisfy customer's product requirements at the national level for a production line with over 60 SKUs of animal pharmaceuticals.
- Placed requirements in SAP of production raw materials.

Quality Assistant Intern | Jan 2010 - Jan 2011

Manuelita S.A., Palmira, Colombia

Led teams in the optimization of processes to find better ways to manage natural resources and reduce monetary losses in sugar cane crop irrigation systems.

Highlights

- ▶ One of the UI designs I made for Lexmark helped to win a contract with an European supermarket chain with over 1000 stores. A US 5 million deal.
- ▶ The capstone for my M.S. in Human Computer Interaction Design was a bicultural user research for virtual reality.

Education

- ▶ **M.S. Human-Computer Interaction Design** | May 2018
Indiana University, Bloomington, Indiana

- ▶ **B.S. Industrial Engineering** | Oct 2010
Pontificia Universidad Javeriana, Cali, Colombia

Skills

Research

- Participant screeners
- Surveys
- Usability testing
- Usability testing protocols
- UX/UI design
- Waking probes
- Research toolkits
- Cognitive mapping
- Hall testing
- Qualitative data analysis
- Contextual inquiry

Design

- Wireframing
- Prototyping
- Storyboarding
- Flowcharts

Tools

- Illustrator
- Figma
- HTML & CSS
- Canva

Languages

- English (fluent)
- Spanish (native)