ALISON NAITO

Salisbury NC · 704-813-5850
alinaito@gmail.com · LinkedIn

I am a user experience designer / product owner with over 20 years of experience with creating product designs for mobile and web-based applications. Using my creativity, love of problem solving and expertise in user experience and business analysis, I've been able to bridge the gap between the customers and business partners and the developers and technology partners by analyzing requirements into useable products the developers can leverage for their coding.

EDUCATION

UC SAN DIEGO   **2019 - 2022**
San Diego, CA – Online Extension
Certificate – User Experience Design

SCRUM ALLIANCE   **2021**
Certified Scrum Product Owner

SYRACUSE UNIVERSITY   **1994 - 1999**
Syracuse, NY
Bachelor's degree – Geography
Gamma Theta Upsilon – Geographic Honor Society

SKILLS

DESIGN SKILLS
Wireframing, Prototyping, Business Requirement Analysis, Graphic Design, Responsive Design, Usability / Human Factors, ADA Accessibility

SOFTWARE AND TECHNOLOGIES
Adobe Creative Suite, Microsoft Visio, Axure, HTML5, CSS3

EXPERIENCE

JAN 2021 – PRESENT
PRODUCT OWNER – RETAIL MOBILE APPS,   UNION BANK

Overseeing development of Union Bank's retail mobile applications using agile methodologies while ensuring business stakeholders needs are met. Defined the product road map, managed and prioritized backlog while developing user stories using gherkin language.

PROJECTS INCLUDE: Mobile UI Normalization, MiSnap Mobile Integration, Transmit HRT Security, iOS ADA Compliance.

APR 2014 – DEC 2020
SENIOR BUSINESS ANALYST,   UNION BANK

Supported the entire application lifecycle of concept, design, test, release and support for Union Bank's ITG online banking and mobile banking products. Considered the SME for mobile applications and projects. This includes documenting processes and requirements and suggesting solutions, writing unit and UI tests and scripts, liaising with product development and business unit teams to identify new features as well as ensure new and legacy applications meet Union Bank's and regulatory standards.

PROJECTS INCLUDE: UCL Origination – Responsive Design, UCL Servicing – Mobile, Credit Card Mobile, Fingerprint Mobile Android & iOS, Mobile 360, eStatements Auto Enroll, iOS Rewrite, Bill Pay Upgrade.

FEB 2013 – APR 2014

USER EXPERIENCE DESIGNER,   BANK OF AMERICA

Designing user experiences for front-end applications within Bank of America's Interact division. Design & creation of wireframes using Photoshop, Fireworks and Visio. Incorporate interactive elements and initiatives; aid in development of project user stories as well as other design documentation; and work closely with business and technology to conceptualize and design wireframes for several projects.

BCTAB IPAD LOBBY / GREETER APP

Lead the User Experience team in designing and developing screen flows, low fidelity conceptual designs and high-fidelity wireframes for a new lobby / greeter iPad / tablet app for associates to use. Aided in creation of user stories and conceptual visualizations of tablet functionality, layout, style etc.

AUG 2012 – FEB 2013

MOBILE EXPERIENCE DESIGNER,   BLUE CROSS BLUE SHIELD OF MISSISSIPPI

Designing mobile user experiences for BCBSMS existing web applications and new mobile applications by conceptualizing and designing the look and feel of several mobile applications through wireframes and interactive prototypes.

BCBSMS INTERACTIVE INFOGRAPHIC – WELLNESS GUIDE

Designed and developed an interactive infographic using html5, css3, jQuery and JavaScript. Utilized responsive design and media queries to allow the page to be displayed in all devices and all browsers from Chrome, Firefox, Safari and IE8 and above.

AGENT RATE QUOTE IPAD APP

Conceptualized and designed the look and feel of a rate quote app for insurance agents to use on their iPads to provide customers with Small Group, Individual and Medicare Supplemental rate quotes. Created annotated wireframes using Illustrator and Photoshop as well as high quality comps with full details for the developers to leverage when creating the app in iOS.

PAST EXPERIENCE

User Experience Designer	EPRI	Jan 2012 – Jul 2012
User Experience Designer	ALLY FINANCIAL	Sep 2011 – Dec 2011
User Center Designer	VANGUARD	Dec 2010 – Aug 2011
UX / UI Designer	BANK OF AMERICA	Apr 2006 – Dec 2010
UI Designer / Business Analyst	REI SYSTEMS	Jan 1999 – Apr 2006

PORTFOLIO

Visit my portfolio