Maya Castellanos

UX Design Contractor | Customer Support Specialist

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PROFESSIONAL SUMMARY

UX designer moving from three years of customer support into product design, with a bootcamp certificate and two shipped case studies. Brings real knowledge of how customers get stuck, plus solid skills in user interviews, wireframing and Figma prototyping. Looking for a junior role on a product team that tests its designs with users.

EXPERIENCE & PROJECTS

Pecan Street Pet Clinic · Austin, TX **Feb 2026 — Jun 2026**

UX Design Contractor

- Interviewed eight clients and four front-desk staff about appointment booking, then mapped the journey and found that most calls came from unclear vaccine requirements.
- Redesigned the online booking flow in Figma with a requirements checklist and clearer time slots, and tested the prototype with six clients before handoff.
- Wrote annotated specs for the web developer, including error states and mobile layouts, and checked the build against the design before launch.

Lantern Budget Software · Austin, TX **Aug 2022 — Jan 2026**

Customer Support Specialist

- Answered 40 to 60 tickets a day about a personal budgeting app and tagged recurring usability issues for the product team each week.
- Joined three usability sessions as a note-taker with the design team and proposed help-center wording that cut repeat questions about bank syncing.

Case study: Food bank volunteer sign-up

- Ran a card sort and two rounds of usability tests to redesign a volunteer scheduling site, presenting findings and a clickable prototype to the nonprofit's coordinator.

EDUCATION

Certificate, UX and UI Design **2025**

Brightpath Design Academy

BA, Communication Studies **2022**

Central Texas State University

SKILLS

Technical: Figma, User interviews, Usability testing, Wireframing, Prototyping, Journey mapping, Information architecture, WCAG basics, Miro, HTML and CSS basics, Zendesk

Certifications: Google UX Design Certificate