

# Rachelle Duncan

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Dallas, Texas

[Portfolio](#)

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## **SENIOR USER EXPERIENCE DESIGNER**

Senior UX Designer with over 8 years of experience leading user research, designing intuitive product experiences, and building scalable design systems for complex software platforms. Skilled in translating user insights into actionable design solutions through interviews, usability testing, journey mapping, and prototyping. Collaborative partner to product and engineering teams, aligning user needs with business and technical goals to deliver user-centered features from concept through release.

## **SKILLS**

UX Research | Customer Interviews | User Testing | Journey Mapping | UI Design | Design Systems | Prototyping | Figma | Axure | Photoshop | HTML | CSS | JavaScript | SAFe Agile

## **PROFESSIONAL OVERVIEW**

### **TRINTECH | SENIOR USER EXPERIENCE DESIGNER**

2018-2026

- Conducted UX research, including user interviews, usability testing, A/B testing, and validation studies, to inform product design decisions.
- Translated research insights into actionable recommendations, contributing to a data-driven product roadmap through reports and stakeholder presentations.
- Designed workflows, user journeys, wireframes, and interactive prototypes to support feature development from concept through release.
- Partnered closely with product management and engineering teams to align user needs with technical and business requirements.
- Developed and maintained the organization's design system, including documentation, components, and governance practices.
- Collaborated with engineering to support Angular and CSS libraries, ensuring consistent implementation of the design system across products.
- Strengthened UX maturity across the organization by introducing improved processes, communication channels, and research repositories.
- Supported team growth through participation in hiring, mentoring junior designers, and guiding interns.

### **SELF-EMPLOYED | WEB DESIGNER**

2017-2018

- Consulted with small business clients to gather requirements and develop project proposals aligned with business goals.
- Designed and built websites using web design best practices, ensuring usability, accessibility, and ease of ongoing client maintenance.
- Delivered completed websites, conducted client walkthroughs, and provided post-launch revisions and support.

### ***Selected Projects***

- *Shane Family Funeral Services*: Designed and launched an informational website aligned with existing brand materials, improving online visibility for a family-owned business.
- *Elite Courier*: Developed a professional marketing website to promote services and support local client acquisition for a delivery service.

## **EDUCATION**

**BA, Arts and Technology** – UNIVERSITY OF TEXAS AT DALLAS