



SENIOR VISUAL | UX/UI DESIGNER

CHANTELL
SINGLETON

CONTACT

Phone:

414-248-9241

E-mail:

chantellms@gmail.com

Portfolio:

chantellsingleton.com

Case Study Access:

Password: umayenter

PROFILE

Senior Visual Designer and UX/UI Designer with 15+ years of experience delivering user-centered digital experiences, enterprise solutions, design direction and strategy, visual design, and interactive learning platforms. Currently pursuing a Master of Science in Human-Computer Interaction (HCI).

COMPETENCIES

Visual Design • User Experience Design • User Interface Design • Interaction Design • Wireframing • Prototyping • UX Research • User Interviews • Usability Testing • User Flows • Journey Mapping • Personas • Accessibility (WCAG) • Design Systems • Design Strategy • Enterprise Design Thinking • Agile Methodologies • Cross-Functional Collaboration • Stakeholder Management • AI-Assisted Design

TOOLS

Figma • Adobe Creative Cloud (XD • Photoshop • Illustrator • InDesign • After Effects • Premiere Pro • Audition) • Microsoft Office 365 • Monday • Mural • Jira • Articulate 360 • Canva • WordPress • Wix • ChatGPT • Claude • Maze • Microsoft Copilot

EDUCATION

DePaul University

Master of Science, Human-Computer Interaction (MS HCI)

Chicago, IL

Expected Graduation, Spring 2028

Milwaukee Area Technical College

Associate Degree, Graphic Design (AAS)

Milwaukee, WI

University of Wisconsin

Bachelor of Science, Architecture (BS ARCH)

Milwaukee, WI

CERTIFICATIONS

- IBM Enterprise Design Thinking
- Google UX Design Professional Certificate
- IBM Generative & Agentic AI Designer
- IBM Accessibility Advocate
- ELVTR AI for UX Designers

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PROFESSIONAL EXPERIENCE

IBM

2018 – 2026

Senior Visual Designer | UX/UI Designer

- Designed enterprise UX solutions, wireframes, prototypes, high-fidelity UI interfaces and visual designs supporting digital transformation initiatives.
- Partnered with product managers, engineers, subject matter experts, and stakeholders to translate business requirements into user experiences.
- Facilitated Enterprise Design Thinking workshops to align cross-functional teams around customer-centered solutions.
- Ensured consistent application of accessibility and branding standards.

SELECTED PROJECTS

ExxonMobil

UX/UI Designer | Visual Designer

- Translating complex business requirements into user-focused information design driving enterprise transformation initiatives.
- Partnered with executive leadership to redesign the Enterprise Revenue Management Application used across global business operations.

Delta Airlines – Delta Kitchens

UX Researcher

- Conducted user interviews, workflow analysis, and contextual research to identify operational pain points.
- Synthesized research findings into usability insights, and actionable design recommendations.

SafeRide AI Transportation Assistant

UX/UI Designer

- Led end-to-end UX strategy and concept development for an AI-powered transportation assistant.
- Conducted user research to identify transportation pain points and opportunities for AI-enhanced experiences.
- Leveraged ChatGPT, Claude, and Figma AI workflows to rapidly iterate concepts user flows, wireframes and interactive prototypes.

ADDITIONAL EXPERIENCE

Trusted Media Brands

2017 – 2018

Graphic Designer

- Designed and produced magazine periodicals and book formats serving 200M+ consumers worldwide.

Zywave

2013 – 2016

Design Generalist

- Created visual communications, branding, motion graphics, video, and marketing assets supporting a global insurance software service (SAS) platform supporting 15,000+ customers across 10+ countries.