Diane Ponte Saia Portfolio: dianepontesaia.com 508-377-2774

# EXPERIENCE

National Grid US | Digital Acceleration Team | Waltham, MA | Nov 2021 – present

Leading Product Design directing UX Design across 5 National Grid Digital Product Teams

NG GridMD Data Analytics Dashboard - 06/20223 - current

Senior UX Product Designer

NG GridMD, UX Research and Product Design, leading cross-functional team collaborations, facilitation of team design work sessions, design reviews, and user feedback sessions.

Accomplishments:

* Product iteration planning for UX Design & Research
* Facilitation of user feedback sessions
* Implementation of UX/UI designs through iterations
* Managed production designs for developer handoff

NG Clean Energy Portal - 01/20223 - current

Senior UX Product Designer

NG Clean Energy Portal UI Design, UX Research and Branding Project

UX Product Design & Research collaboration, facilitation of cross-functional product team workshops, design reviews, and user feedback sessions.

Accomplishments:

* UX design & research planning
* Lead user feedback sessions
* Led branding project design and implementation collaboration sessions

NG Gas Connect Residential & Commercial - 09/2022-05/2023

Senior UX Product Designer

NG Gas Connect Residential & Commercial gas connection web application

Led UX Product Design & Research collaborations, facilitation of cross-functional product team workshops, wireframes, low and high fidelity design and prototypes, design reviews, and user feedback sessions.

Accomplishments:

* UX design & research planning
* Led UX/UI planning for 3 Designers
* Led UX research and user testing sessions

NG Universal Customer Web Portal - 03/2022-03/2023

Senior UX Product Designer

Led UX Design and Research on 3 product teams, Sales Force Marketing Cloud, Content Web and UWP 1.0 teams.

Accomplishments:

* Led UX/UI planning and design work for 2 Designers
* Managed and facilitation of UX Research customer sessions in Usertesting.com

Vegetation Management Optimization Team - 11/2021-10/2022

Senior UX Product Designer,

UX Research, UX/UI Product Design for ViperPro Suite of web applications. Collaborating cross-functionally within the UX Group and with product team alongside Research, Business, and Engineering.

Accomplishments:

* Planning and implementation of user testing program for MVP app functionality
* Facilitated user & stakeholder interviews
* Led design research sessions
* Facilitation of design thinking workshops, affinity mapping, ideation sessions, customer journey maps and user task flows.
* Planning & scheduling for UX roadmap
* Design for wireframes, low-fidelity and high-fidelity prototypes for MVP features

Chenega, Corp./KesselRun Detachment-12, US Air Force | Boston, MA | May 2019 – April 2021

UX Designer/Product Designer

UX Research, UX/Ui Design, and Visual Design for Wing Operations Fleet Management application for F-35 Aircraft Maintenance Suite in collaboration with team of product designers, software engineers and product managers.

Accomplishments:

* Planning and implementation of Usability Testing program for post-MVP releases
* Facilitated User Interview Research Sessions
* Conducted Research and Usability Testing for 7 Wing Ops applications
* Initiated research phase for Design System implementation
* Created Tutorials and Product Promotional Documentation by collaborating across 9 product teams
* Facilitating Design Reviews in cross-functional balanced team work sessions
* Facilitation of Design Sprint Workshops for cross-functional product teams
* Implemented 2-week Design Sprints
* Contributing to CSS styling in React on Fleet Management product team

CBRE Econometric Advisors | Boston, MA | August 2018 – May 2019

UX Design & Front-End Software Engineer

UX/UI Design Team Lead for Econometrics Advisors a global real estate enterprise level organization providing software as a service database products and web applications for a global user base including banks, investment firms, real estate representatives, and property management companies.

Accomplishments:

* UX/UI Product Design for 4 EA web applications,
* Collaborating on Agile scrum teams alongside software engineers
* Leading Design Sprints with cross functional teams
* Introducing User-Centered-Design research process
* Establishing Design Sprint practice
* Championing UX/UI design/development iterative processes in an engineer-driven environment

Dianepontesaia Design Wrentham, MA | 2007 – present

UX/UI Director/Designer

UX research, UX design, UI design & Front-End Development

* UX Experience/UI Design, brainstorming ideas, conceptual development, implementation from ideation to completion, project strategy, site functionality, information architecture, and navigation systems.
* Visual design and prototyping using HTML, CSS, JavaScript, Bootstrap, React, J-Query, Working directly with stakeholders, sales, marketing, writers and developers to create personas, stories, wire-frames, mock-ups, storyboards and prototypes.
* Design solutions using typography, color, imagery, graphic illustrations, and interactivity. Advanced graphic design skills. Mobile application UX/UI research and design, responsive web sites, and web applications.
* Strong organizational skills, project management and scheduling experience.

# OTHER PROJECTS

Lahey Health Medical Center | Burlington, MA | Sept 2017 – Aug 2018

Web Design & Front-End WordPress Designer, Electronic Health Records, Member of Web team, responsibilities include On-Call troubleshooting for Intranet Applications.

General Dynamics | Taunton, MA | October 2015 – January 2017

Front-End Developer/JavaScript Project

Member of Agile Scrum Team on JavaScript Migration and Software Upgrade for an enterprise level U.S. Army product.

NPR Digital Services | Boston, MA | April 2015 - August 2015

Drupal CMS Forms Development

Migration of online html pledge forms to customized Drupal CMS online donation forms for national Member Ac- counts.

Rhode Island Novelty Company | Fall River, MA | August 2014 – April 2015

UI & Front-End Web Designer, Ecommerce Website

UI Interface Design, Maintain and update e-Commerce website using Sitefinity Content Management System. Manage WordPress sites and email marketing program for inside sales department.

ProfitBricks, Cloud Computing Infrastructure Services - December 2013 – February 2014

Creative Services Director, graphics, email Marketing, print & web marketing inbound marketing content, WordPress and Drupal sites. UX/UI and graphic creation for wireframes, designs and prototypes in collaboration with cross- functional teams including stakeholders, sales, marketing, writers and developers.

Pro-Change Behavior Systems, Inc. | Rhode Island | March 2013 - December 2013

Graphics And UX/UI Designer/Developer

Learning Platform/Software as a Service applications. Created and implemented effective UX/UI designs.

**EDUCATION**

Sales Force Develop 101, Sasguru - Summer 2023 Basic Introduction to Salesforce UI development

Facilitation Fundamentals, AJSmart - Winter 2023 Facilitation skills for leading cross-functional team problem solving workshops for all types of problems.

Design Sprint Master Class, AJSmart - Winter 2020

Design sprint process skills for leading cross-functional team problem solving workshops for solutioning using the design sprint format.

NuCamp Full Stack Development Boot Camp - Fall 2020 Front-End Development, Bootstrap, React & React Native

MIT CSAIL, Cambridge, MA - Fall 2019

Human Computer Interaction for User Experience Design

General Assembly, Boston, MA - Fall 2018

Human Computer Interaction for User Experience Design

Center for Digital Imaging Arts at Boston University,

Boston, MA – Spring 2012

Certificate in Web Development 18-month program

New England School of Art & Design at Suffolk University,

Boston, MA - January 2010

Bachelor of Fine Arts / Major: Graphic Design

Boston University Corporate Training Tyngsboro, MA -Spring 2001

Web Design Certificate - 2-year program