BEATRICE TRINIDAD

Design + Research + Technology

beatrice.trinidad@gmail.com
beatrice-trinidad.com
linkedin.com/in/beatrice-trinidad

EXPERIENCE

IBM | User Experience (UX) Designer

New York, New York, USA | January 2022 - Present

- Leading the design for the technical support agent experience on IBM's Cognitive Support Platform with Salesforce
- Articulating designs and performing user research to optimize the technical support workflow so that the business can support clients more efficiently

Moody's Analytics | User Experience (UX) Design Intern

Paris, France | April 2021 - August 2021

- Led redesign of the comparison tools feature on Banking Cloud platform by conducting user research and designing new interactions based on research insights
- Performed accessibility & usability evaluations of Credit Risk software to refine features for next software release

Asilimia | Product Management Intern

Paris, France | June 2020 - September 2020

- Led design and development of Asilimia's new B2B and C2B web dashboard for small business owners in Africa
- Improved digital marketing assets and redesigned website for the Asilimia mobile app

Rutgers University Human-Computer Interaction Lab | Student Researcher & Designer

New Brunswick, New Jersey, USA | September 2018 - September 2019

- Co-published paper in International Journal of Medical Informatics (Volume 141) with Dr. Sunyoung Kim about taking a user-centered design approach to improve health communication with cancer patients
- Designed an easy-to-use and feasible patient record system that works offline for a non-profit health organization (VillageMED) in Haiti

Princeton University | Junior Visual Designer

New Brunswick, New Jersey, USA | September 2018 - September 2019

- Established and actively reiterated the first design system for the School of Engineering and Applied Sciences, focusing on accessibility and consistency across digital platforms

Rutgers University | User Interface (UI) Developer

Princeton, New Jersey, USA | January 2017 - May 2018

- Led redesign for better user experience on online learning department's websites that was used by 75,000+ students & faculty daily

EDUCATION

Université Paris-Saclay
Universidad Politécnica de Madrid
Dual M.Sc. Human-Computer Interaction
Minor in Innovation & Entrepreneurship
Paris, France & Madrid, Spain
September 2019 - July 2021
14.88/20 and 9.13/10 GPA, High Honors

Rutgers, The State University of New Jersey
B.A. Information Technology & Informatics, Minors in Computer Science & Music
New Brunswick, New Jersey, USA
September 2014 - August 2018
3.1/4.0 GPA, Dean's List for 6 semesters

SKILLS

Design
Figma, Sketch, Adobe XD, InVision, Adobe Creative Suite, Principle, Balsamiq, Wireframing, Prototyping, User Flows, User Experience Design, Product Design, Interaction Design, Visual Design, Branding

Research
User Interviews, Usability Testing, Design Thinking, Accessibility, Heuristic Evaluation, Competitive Analysis, Personas, Affinity Mapping

Technology
HTML, CSS, JavaScript, Java, PHP, MySQL, Git, Unity, Arduino

Languages
English (Native), French (Conversational), Tagalog (Conversational), Spanish (Basic)

AWARDS & ACTIVITIES

EIT Digital Master School Scholarship
Recipient | 2019 - 2021

DeepHack Hackathon
3rd Place in Hackathon | September 2021

Rutgers Women in Computer Science
Co-Vice President | 2016 - 2017

HackHERS Hackathon
Lead Organizer | 2016 - 2017