

MARIA UX Designer McCORMICK

With a track record of shipping over 15+ successful products for clients and more than 10 years of experience in the technology delivery space, I have navigated many business challenges that clients face offering top-notch customer services.

Experience

Freelance | UX Designer

MAY 2020 - PRESENT, TORONTO

- Working with small businesses and not-for-profit organizations to design **websites** and **digital content** according to the client's needs.

TD Bank | IT Project Manager

AUG 2015 - OCT 2019, TORONTO

- Improved the project success rate of **4** large-scale software initiatives (+**\$13MM**) by leading more than 20 project members to meet the project success criteria.
- **Awarded** three times for increasing **business satisfaction** by advocating for both business goals and customer needs in creating stories, user cases and test cases sessions.
- Exceeded end-user satisfaction by advising the project team members and clients (+25 members) – on elements such as **functionality**, content, and **navigation** that are considerate of project scope and timeline.

CIBC | Project Control Office

APR 2013 - MAY 2015, TORONTO

- Improved the **sprint velocity by 10%**, focusing on increasing the quality of user stories and requirements documentation that helped reduce the number of issues returning to the backlog.
- Created **journey maps**, **use cases** and **task flow diagrams** deliverables with business partners to demonstrate the value of understanding the user's needs and problems as a required input to improve the user experience.

DUPONT | Telecom Project Analyst

FEB 2012 – SEP 2012, MISSISSAUGA

- Conducted **research** and **analyzed data** to identify employees' mobility usage trends that resulted in 10% cost savings for DuPont's mobility expenses.
- **Evaluated and analyzed** employees' mobile and laptop usage patterns, resulting in better deals with Canadian telecom providers.

Banesco | IT Project Manager

MAY 2004 – APR 2011, CARACAS

- Led and delivered **15+ digital solutions** from inception to completion for the **Internet & Mobile** banking department.
- **Designed** and advocated a new set of **processes** and best practices to provide solutions in collaboration with the Project Management Office.

Education

BrainStation | Diploma, User Experience Design

JAN 2020 – MAR 2020, TORONTO

University "Simon Bolivar" | Specialization in Technology & Innovation

2007 – 2009, VENEZUELA

University "Lisandro Alvarado" | B.Sc. Computer System Engineering

1994 – 1999, VENEZUELA

Awards

JUN 2020 – Massachusetts Institute of Technology (MIT) | Winning Team of

Latin America vs. COVID-19

48-hour Hackathon 2020 – Educating in times of the pandemic.

MAR 2019 – TD Bank | 2019 Legendary Quarterly Award

Highly committed to the corporate values based on their contribution to enrich the lives of TD bank customers, communities and colleagues.

MAR 2018 – TD Bank | Act for Impact Award Q2

In recognition of my dedication to customer and project success for demonstrating TD's Shared Commitments in my contribution to the Watchlist program.

NOV 2016 – TD Bank | Act for Impact Award Q4

In recognition of my dedication to customer and project success for demonstrating TD's Shared Commitments in my contribution to the Anti-Money Laundering program.

Volunteer Work

- **UX Designer** for Spicy Green Book non-for-profit organization; Redesigned the website to enhance the user experience and increase the business owners' engagement.
- **Research Project Sponsor** for students enrolled in the Project Management post-graduate program at **Humber College**.
- **Digital Content Editor** of TorontoEntero Digital Magazine.