

Phillip Hajjar

UX Designer | Interaction Designer III

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SUMMARY

UX Designer with 9+ years of experience designing complex B2B, SaaS, and enterprise applications across the full product lifecycle. Turn ambiguous problems and intricate workflows into intuitive user flows, wireframes, high-fidelity prototypes, and scalable design systems through research and usability testing. Expert in Figma, with a focus on accessibility (WCAG), interaction design, and data visualization. Partner closely with Product Management and Engineering in Agile, remote teams. Use AI tools to speed up ideation and prototyping while owning design rationale and quality.

CORE COMPETENCIES

Interaction Design
Design Thinking
Information Architecture
User Research

Usability Testing
Wireframing and Prototyping
Design Systems
Accessibility (WCAG)

Data Visualization
User Flows and Sitemaps
Cross-functional Collaboration
Communication Skills

WORK EXPERIENCE

KimCo Design and Manufacturing, Boise, ID

May 2025 - Present

Technical Design Specialist

Develop and maintain accurate assembly documentation from customer specifications, collaborating with production and QA teams to ensure efficient, compliant manufacturing of cable harnesses and printed circuit boards.

- Earned strong 60-day reviews exceeding expectations for accuracy, organization, and initiative.
- Use AI to build macros that automate formatting, Excel workflows, and error corrections.
- Streamline documentation packages to give production and QA clear, accurate instructions.
- Designed 3D-printed PCB mounts and covers in Autodesk Fusion, saving hundreds of dollars.

Cradlepoint, Boise, ID

January 2019 – November 2024

UX Designer - Interaction Designer III

Played a key role in shaping UX design strategy for NetCloud Manager (NCM), creating sitemaps, wireframes, user flows, and prototypes while gathering user feedback, leading design reviews, and maintaining design system specs. Collaborated with product managers, engineering, marketing, and stakeholders to deliver intuitive, user-focused interfaces that addressed complex challenges while aligning with business objectives and accessibility best practices. Led design reviews and mentored junior designers.

- Designed 50+ icons following Google Material Design guidelines, improving consistency.
- Contributed over 80% of design system definitions, usage guidelines, and component specs.
- Crafted Figma wireframes and prototypes that boosted feature adoption by 20%.
- Ran usability testing and research to refine mockups, increasing engagement by 15%.
- Audited web properties to enforce best practices and accessibility standards.
- Earned top annual review ratings for five consecutive years.

Engage Technologies Group, Boise, ID

May 2018 – January 2019

Graphic Designer/WordPress Developer

Managed WordPress websites and digital marketing, collaborating in weekly strategy meetings with the sales team to enhance digital experiences and drive project success.

- Optimized WordPress websites for mobile platforms.
- Created custom graphics and marketing materials.
- Set up Google Analytics, managed CNAME records, and ran MMS/SMS drip campaigns.

HP Inc., Boise, ID

March 2014 – August 2017

Advanced Interaction Designer (Contractor)

Developed interactive prototypes for HP's SaaS product, Express Decision Portal (EDP), aligning UX with business goals. Maintained design system specs, created graphics and icons, conducted user research, and collaborated with global engineering teams on UI implementation and technical requirements. Communicated design principles to cross-functional teams to ensure consistency and usability in product development.

- Selected for a two-week collaboration in India with HP's engineering team.
- Earned a 350% contract extension for significant contributions to key projects.

eBroker Software/IOlx Software, Nampa, ID

September 2013 – March 2014

Web/Graphic Designer

Designed responsive WordPress websites for company and customers, providing support and training to healthcare industry clients while ensuring adherence to HIPAA regulations.

- Installed and maintained proprietary software on 80+ customer websites.
- Created business cards, brochures, and signage that kept branding consistent.

SKILLS & ABILITIES

Design Tools: Figma | Sketch | Axure Pro | InVision Studio | Sympli | ProtoPie | Photoshop | Illustrator | Autodesk Fusion

Prototyping and Wireframing: Interactive Prototyping | Wireframes | Design Systems | Personas | User Journey Maps | Usability Testing | Material UI

Collaboration: Slack | Asana | Zeroheight | Jira | Confluence

AI Tools: ChatGPT | Grok | Claude | Perplexity | Lovable

Development: CSS | HTML | Bootstrap | Light JavaScript | Light PHP | WordPress | Drupal

Microsoft Office: Word | Excel | Outlook | PowerPoint

PROFESSIONAL DEVELOPMENT & EDUCATION

AI Agentic Design Patterns with AutoGen: Course Completion, DeepLearning.AI, March 2025

ProtoPie 101 Crash Course: Certificate of Completion, ProtoPie School, February 2025

Figma for UX Design: Certificate of Completion, LinkedIn Learning, February 2025

Interaction Design: Deliverables, Diane Cronenwett, LinkedIn Learning, November 2024

Interaction Design: Dashboards and Visualization, Diane Cronenwett, LinkedIn Learning, March 2024

Introduction to PHP and Drupal 7 Development, Accelebrate, Boise, ID

Macromedia Flash 8: Advanced Design Programming Course, Roundpeg, Inc., Irvine, CA

Associate of Arts in Multimedia, University of Advancing Technology, Phoenix, AZ

Associate of Applied Science in CAD Technology, ITT Technical Institute, West Covina, CA