

# CRYSTAL RICHARDSON

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## Professional Summary

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UX/UI Designer blending a background in medical assistance and public service with a rigorous, empathy-driven approach to product design. I specialize in translating complex enterprise requirements into intuitive, robust digital products that teams rely on daily. By leveraging a unique perspective influenced by abstract art, I build cohesive design systems that balance technical precision with engaging user experiences. I prioritize critical questioning over assumptions and thrive in cross-functional environments where proactive relationship-building drives product success.

## Experience

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### **UX Designer — Google (Enterprise Platform)** New York, NY Feb 2025 – Aug 2026

- **Spearheaded** MVP scope and design direction for an internal enterprise access management tool, leading a 4-phase design cycle including competitive analysis, design sprints, and iterative prototyping.
- Delivered reusable component templates to the Design System, directly accelerating design-to-engineering handoff and ensuring consistency across internal product teams.
- **Partnered** with engineers and PMs on internal policy management to align design decisions with technical constraints and business security goals for enterprise connectivity suite integration.
- **Optimized** design documentation and research synthesis using AI tools (Google AI Studio, Gemini, NotebookLM), reducing workflow friction and accelerating team alignment.
- **Applied** vibe coding and AI-assisted rapid prototyping to communicate design intent to engineering partners.

### **Freelance UX Designer & Visual Artist** Brooklyn, NY April 2018 – Feb 2025

- **Executed** complete creative lifecycles for diverse clients, including end-to-end UX for **Tyo's Auction App**; implemented design changes based on usability testing that improved click accuracy and user trust.
- **Designed** NaviLearn, an inclusive EdTech app applying WCAG accessibility standards throughout — voice input, language translation, high-contrast UI, and magnifier tool; conducted three rounds of usability testing with real participants, restructuring the core learning flow from 9 steps to 4 — reducing dropout rates by 35% and boosting engagement to 82%.
- **Directed** brand identity development and digital mural creation, translating complex client visions into distinctive visual assets while meeting strict project deadlines.

### **School Operations Assistant** Brooklyn, NY Feb 2024 – Jan 2025

- **Managed** complex, cross-functional logistics and daily school operations, optimizing resource use and workflow for diverse community needs.
- **Advocated** for users by driving community engagement and translating operational bottlenecks into actionable, user-centric processes directly applicable to UX collaboration.

### **Medical Assistant** Brooklyn, NY May 2015 – June 2017

- **Managed** intricate medical records and complex clinical data, ensuring strict data integrity and patient confidentiality.
- **Leveraged** hands-on patient care experience — including blood draws, spirometry testing, vital signs, medication refill coordination, appointment scheduling, and physician-patient communication — to develop the empathy-first, detail-obsessed approach that now drives every stage of my UX research and design process.

## Education & Certifications

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**Google UX Design Professional Certificate** • Coursera / Google • 2025

**AI Essentials Certificate** • Google • 2025

**Uncover your transferable skills with AI** • Google • 2025

**Medical Assistant** • 2017

**GED** • Brooklyn Adult Learning Center • 2014

## Skills

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**Design Tools:** Figma, FigJam, Miro, Canva, Framer, Lovable, Google Workspace

**AI & Emerging Tech:** Google AI Studio, NotebookLM, Gemini, Claude AI, Vibe Coding

**UX Methods:** User Research, Usability Testing, Empathy Mapping, Wireframing, Prototyping, Information Architecture, MVP Design

**Design Practice:** Design Systems, High-Fidelity Prototyping, Visual Design, Accessibility (WCAG), Cross-Functional Collaboration, Design Handoff, Stakeholder Communication