



Matthew Oliver

Lead User Experience Designer

(210) 251 - 5861
matteoliver.com
hello@matteoliver.com

SKILLS


UI & UX Design	Competitive Analysis
Wireframing	Problem Solving
Prototyping	Responsive Design (iOS, Android, Web)
UX Writing	Digital Strategy
User Research	Usability Testing
Design Systems	

SOFTWARE

Adobe XD	Adobe Photoshop
Figma	Adobe Illustrator
Microsoft Copilot	Adobe Premiere Pro
Webflow	Sketch

EDUCATION

 **Southern New Hampshire University, Hooksett, NH**
BA Communication - New Media
2017- 2019

 **Pasadena City College, Pasadena, CA**
AA Social and Behavioral Sciences
2013 - 2017

PERSONAL INTERESTS

- Passionate about weight training, human anatomy, psychology, stoicism, and self-improvement.
- Enjoy late-night PC gaming, whether strategizing with friends or competing against strangers.
- Create engaging fitness and design-related vlogs to inspire and connect with my professional network.
- Fascinated by AI Technology, flying drones, Rhinoceroses and Keanu Reeves.

WORK EXPERIENCE

Lead UX Designer - Randolph Brooks Federal Credit Union *March 2026 - Present*

Lead User Experience Designer for RBFCU's IT Web Development Team. My accomplishments include:

- Led cross-functional UX efforts across product, engineering, marketing and business stakeholders to design accessible, scalable experiences for RBFCU's mobile and online banking platforms.
- Co-owned the evolution of a custom Angular Material Figma Design System, establishing patterns and governance that improved consistency and reduced design and development rework across teams.
- Became the first contractor in IT Web Development history to be converted into a full-time hire.
- Drove UX strategy and prioritized experience improvements that increased mobile app ratings from below 2.0 to 4.5+ across the Google Play and the Apple App Store.
- Bridged the gap between Marketing and IT Web Development, fostering collaboration and aligning strategic goals.
- Acted as a UX advocate at the executive level, influencing organizational structure and helping drive expansion of UX individual contributor roles within IT Web Development.
- Identified and led the transition from FullStory to Microsoft Clarity, saving the organization over \$100,000 annually while preserving critical analytics capabilities.
- Mentored UI developers and QA collaborators to ensure UX standards were consistently upheld, improving handoff clarity, implementation accuracy, and overall product quality.

UX Designer II - Randolph Brooks Federal Credit Union *July 2019 - February 2026*

UX Designer (Remote) - H-E-B Headquarters *September 2018 - July 2019*

Worked remotely for H-E-B's Corporate HR, Talent Development Department. My duties included:

- Designed UX and UI solutions for iDevelop, H-E-B's Learning and Talent Development web application.
- Created wireframes, mockups, and interactive prototypes to optimize usability testing and improve the user journey.
- Conducted competitive analysis of top e-learning platforms to inform design decisions and enhance user engagement.
- Collaborated within an Agile environment alongside designers, developers, and project managers to execute user-centric solutions.