

# Mathew Navarro

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## Summary

Accomplished User Experience designer with expertise in interaction design, product design, and user interface design. I am proficient in creating design systems and adept at creating wireframes, prototypes, and mockups to visualize design concepts.

Portfolio: [mathewnavarro.com](http://mathewnavarro.com)

## Experience

### Handshake AI | Remote

#### AI Researcher | 08/2025 - Present

Contracted 08/2025 - 01/2026

- Conduct research-driven training of AI models by evaluating, annotating, and refining model outputs across diverse tasks.
- Apply advanced Model Validation 2 methodologies to score accuracy, reasoning quality, safety, and alignment with user intent.
- Create high-quality training data, examples, and corrective feedback to improve LLM performance and reduce hallucinations.
- Analyze model behavior, identify failure patterns, and communicate insights to cross-functional research teams.
- Collaborate with AI researchers to test new model capabilities, benchmark performance, and improve dataset integrity.
- Maintain strict quality standards and follow evaluation frameworks to ensure consistent and reproducible results.

### SendCutSend | Reno, NV

#### Senior User Experience Designer | 02/2025 - 05/2025

- Led UX improvements for a custom web-based manufacturing app, enhancing guest upload flows and streamlining part configuration workflows based on user feedback.
- Created and implemented an accessible, scalable typography system using Inter Tight that was aligned with Bulma framework standards.
- Collaborated cross-functionally with product managers and developers to align UX solutions with business goals and production feasibility.
- Initiated UX research plans and proposed scalable solutions grounded in stakeholder interviews and platform constraints.

### Nevada System of Higher Education, University of Nevada Reno | Reno, Nevada

#### User Interface Designer | 10/2023 - 10/2024

- Spearheaded developing and maintaining a comprehensive design system, reducing design inconsistencies and boosting development efficiency.
- Orchestrated cross-functional collaboration to develop and refine a comprehensive design system, improving visual cohesion and reducing development time.
- Pioneered the development of a comprehensive UI component library, resulting in a faster design process and improved cross-product consistency.
- Bridged the gap between design and development through meticulously crafted interaction models, enhancing communication and accelerating feature implementation.
- Led end-to-end design processes for enterprise-level solutions, from low-fidelity wireframes to high-fidelity prototypes, resulting in the successful launch of multiple innovative products.
- Conducted comprehensive user research and created detailed personas, leading to the development of targeted features that improved user retention across multiple product lines.

### Nevada Museum of Art | Reno, Nevada

#### Graphic Designer | 08/2021 - 08/2023

- Conceptualized and developed visuals based on museum guidelines and thematic requirements, enhancing exhibit visitor engagement.
- Created high-quality images and layouts using Adobe Creative Suite, ensuring consistency across all museum publications and media.
- Tested and optimized graphic designs across various media formats, improving digital content performance.
- Designed engaging, on-brand graphics for print and digital platforms, contributing to the museum's social media following growth.

- Shaped the visual identity of books, magazines, and exhibitions by creating logos, illustrations, and layouts, strengthening the museum's brand presence.

### **Wildfire Digital | Reno, Nevada**

**User Experience Designer | 11/2018 - 08/2023**

- Conducted user research and developed personas, journey maps, and empathy maps to inform design decisions and improve engagement.
- Designed and prototyped user flows, wireframes, and interfaces to streamline project timelines and enhance usability.
- Created information architecture and navigation structures for websites and applications to improve user experience.
- Ensured accessibility compliance in all designs, promoting inclusivity and broadening the user base.
- Collaborated with cross-functional teams to implement user-centered designs and achieve project goals.
- Managed digital marketing efforts and designed engaging visuals, leveraging analytics to enhance strategies and boost client engagement.

### **Skills**

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User Interface Design, Product Design, Figma (Software), Adobe Creative Suite, Motion Graphics, Leadership, Problem-solving, Interaction Design, User Research, Usability Testing

### **Education**

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**Maryland Institute College of Art**

**Masters in Personal Studies of User Experience Design**

**University of Nevada - Reno**

**Bachelors in Fine Arts of Graphic Design**

**Western Nevada College**

**Associates in Liberal Arts | Associates in General Studies**

### **Certificates**

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Model Validation 2 – Expert, HTML and CSS