DHWANI PATEL

LEAD USER EXPERIENCE DESIGNER

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SUMMARY

Lead UX designer with 9+ years across telecom, hospitality, finance, and education. I design AI-powered products with traditional UX rigor, from research and information architecture through shipped interfaces. Led a consumer wearable from concept to launch, managed design teams across hardware and software, and built accessible design systems at every company I've worked for.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS
University of Minnesota
2011 - 2015

SKILLS

// DESIGN

- UX Research
- User Personas
- Heuristic Analysis
- Wireframing
- Rapid Prototyping
- Interaction Design
- Usability /Accessibility Testing
- UI Design
- Design Systems (built & scaled)

// AI

- Designing AI features (voice assistants, generative content, image recognition)
- Generative AI for shipped design assets
- Gemini / Veo / Canvas
- Claude (Cowork / Design)

// TECHNICAL

- Figma (Make, Motion)
- Sketch
- Adobe Creative Suite
- JIRA / Confluence
- Agile / Scrum
- Microsoft Office
- Google Workspace
- Slack
- Lottie

PROFESSIONAL EXPERIENCE

LEAD USER EXPERIENCE DESIGNER

Verizon | 2022 - Present

- Led the ground-up redesign of a 4th-generation children's wearable, its first brand refresh since 2018, delivered in 12 months. Built a new visual identity and component library from scratch, applied it across 70+ apps and settings, and shipped 10+ new customer-facing features.
- Led 0-to-1 design for one of the first two customer-facing generative-AI features in Verizon's customer-experience organization: a voice assistant for kids and a learning app with AI storytelling, homework help, and image recognition. Won the approvals that set the precedent for AI adoption across the org.
- Created 8+ new watch faces with generative AI, built as Lottie animations, and introduced the design team's first animation tooling, bringing animated interfaces to the product line.
- Completed the migration of 650K+ customers into Verizon's new family app, two-thirds of its 1M enrolled customers, with full feature parity and zero regression at launch.
- Led UX for the redesign and launch of Verizon's loyalty program, used by 143M+ customers, aligning engineering, CX, product, and business teams. Designed and contributed new components within the Verizon Design System, the company's evolving enterprise design system.
- Led and onboarded a team of 4 designers, serving as the single point of contact across product, engineering, industrial design, and outside hardware partners.

LEARNING EXPERIENCE DESIGN MANAGER

Marriott International (Contract via Avaza Design) | 2020 - 2022

- Designed and shipped new modules for Marriott's global learning platform, used by 250,000+ associates across 7 continents in 30+ languages, with every component holding up across 30 distinct brand identities.
- Redesigned the Training section of the company intranet, restructuring the information architecture of 80+ pages and building a reusable template system that business teams used to publish new pages within third-party platform constraints.
- Built and maintained a 150+ component ADA-compliant library, creating or updating most of it, and used it to launch 6 microsites for HR and learning programs with minimal development support.

SENIOR BUSINESS SYSTEMS ANALYST / UX DESIGNER

Wells Fargo | 2017 - 2021

- Designed a UI component library adopted across multiple applications, driving a 38% increase in perceived usability through consistent, ADA-compliant patterns and shorter development timelines.
- Led the department-wide Agile rollout as Scrum Master, training 30+ team members and improving alignment across stakeholder groups.
- Served as the in-house UX expert for new business requirements, producing prototypes and wireframes that helped stakeholders make decisions faster.