

## CONTACT

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# DANIEL BENEDETTO

## UX DESIGNER

## EDUCATION

### Iowa State University

Aug 2013 - Dec 2016

Interdisciplinary Design, B.A.

### Coursera

Aug 2023 - Mar 2024

Google UX Design Certificate

### College of Lake County

Aug 2017 - Jul 2018

AutoCAD and Drafting courses

## EXPERIENCE

### Telecom Inspector

Olsson at Des Moines, IA (May 2022 - Oct 2023)

- Utilized ArcGIS design systems for fiber implementation project structures and routes
- Conducted detailed inspections of vaults and conduits to ensure telecom compliance
- Supervised construction contractor crews to make sure design plans were properly followed

### Network/OSP Engineer

CenturyLink/Lumen at Des Moines, IA (Jan 2019 - Apr 2022)

- Spearheaded fiber implementation projects for residential and commercial sectors in Waukee, Altoona, and Des Moines
- Managed the relocation of copper and fiber facilities for road projects, ensuring minimal disruption
- Engineered and executed work orders for diverse projects, including land developments and new buildings. Handled single line, DSL, FTTN, FTTH, and FTTT requests, demonstrating technical proficiency
- Led road relocations and augmentation projects, showcasing problem-solving skills and adaptability
- Delivered special circuit requests, ensuring customer satisfaction and business growth
- Contributed to company's success by consistently meeting project deadlines and maintaining high-quality standards

### Material Handler

TEVA/ACTAVIS Pharmaceuticals at Gurnee, IL (Sep 2017 - Jul 2018)

- Managed product selection and packaging in a pharmaceutical environment
- Maintained shipping efficiency as a knowledgeable SAP program clerk
- Safely operated forklift, ensuring smooth warehouse operations

## ABOUT

I'm transitioning into UX Design after five years in the telecom field as a Network Engineer and Telecom Inspector. In these roles, I led fiber implementation projects and ensured telecom compliance through systems like ArcGIS and Qwest Legacy. The Google UX Design certification I obtained required closely following design principles like identifying user pain points, crafting prototypes, and conducting user tests to position myself as a forward-thinking candidate for UX Design roles. My ambition is to leverage these comprehensive skills to optimize user experiences and accessibility.

## SKILLS

- Empathizing with users by creating empathy maps, personas, user stories, and user journey maps
- Defining user pain points
- Ideating design solutions using Crazy Eights, How Might We, and competitive audits
- Creating wireframes and prototypes on paper and digitally
- Developing mockups using visual design elements and principles
- Designing in Figma
- Conducting interviews and usability studies
- Considering accessibility at every point in the design process
- Insta360 Pro for 360 Camera Google Street View
- ArcGIS Online
- ArcGIS Pro
- Qwest legacy systems: NDS, Fireworks, Bidmaster, SiteTracker, Salesforce AutoCAD
- Microsoft Office Suite – Word, Excel
- Adobe Office Suite – PDF, Photoshop, Illustrator