Alexandra Santangelo

NY,NY | santangelo.alexandra@gmail.com | (201)-788-6941 | www.linkedin.com/in/alexsantangelo
alexsantangelo.com

EDUCATION

Syracuse University — Syracuse, NY
Industrial & Interaction Design | Minor: Information Technology & Management, Art History — May 2023
GPA: 3.89/4.00

RELEVANT EXPERIENCE

IBM – Product Designer — New York, NY

Responsible for designing complex software products with a focus on user experience, interaction, and visual design that meets business objectives.

In House @ Bank of America – CashPro *(Current Engagement)* — Aug 2023 - Current
Currently implementing updates to the CashPro legacy banking platform, through leading SME + client interviews, leveraging the Phoenix design system, and collaborating with BofA and IBM designers and BofA developers to deliver these updates to BofA clients.

Bank of America – Global Trade Finance *(6 Months)*
Co-led the design strategy for an AI-integrated Global Trade experience for Bank of America; designed a specialized data storytelling prototype to simplify complex financial instruments for international enterprise clients with the goal to provide these clients with a modernized way to facilitate transactions and exchange goods internationally.

In House @ Google – Google Employee IT Help Platform *(9 Months)*
Full-time Googler (xWF) within their internal IT help team to make design updates to their internal IT help tool "TechStop". This required user interviews, collaborating with Google Eng, and working with ServiceNow to integrate newly supported features.

Google Android – Gemini Training *(3 Months)*
Designed and delivered a standardized dataset of 13 unique applications with the Android design library which directly trained the Google Gemini foundation model to improve UI-to-code accuracy by expanding the model's structural design training dataset.

IPG Kinesso *(8 Months)*
Led the design effort in launching both an enterprise AI Governance platform and an AI enhanced digital marketing channel optimization tool; established foundational UI for AI design patterns to ensure ethical AI compliance and transparent data reporting.

IBM – Design Intern — New York, NY
Chevron — May 2022 – Aug 2022
Led the discovery, prototyping, and testing of an internal platform for oil drill site representatives. Client saw the potential for the designed product to be a "Chevron wide solution".

NYC City Planning – Design Intern — New York, NY
Planning Labs IT — May 2021 – Aug 2021
Led design updates to the public interactive NYC zoning map website (zola.planning.nyc.gov), updating the UI and adapting it to a mobile friendly platform, and a building a better experience for color blind users.

Digital Fabrication Lab, Syracuse University – Shop Technician — Syracuse, NY
Digital Fabrication Lab & Woodshop — Sept 2020 – Dec 2021
Oversaw and assisted in the use of laser cutting, 3D printing, and woodshop equipment for students.

SKILLS

Design: End to End Product Design, Design Systems, Prototyping, User Research Testing
Tools: Figma, Photoshop, Illustrator, PremierePro, Fusion360, Keyshot, Ticonderoga #2
AI: Designing for AI Powered Features, Prompt Informed Design & Prototyping