

Felipe Delgado

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experience

User Experience Manager • MCNA / Adaxa Technologies **Nov 2019 – Present**

Currently building a proof-of-concept to vet the Camunda BPMN engine for a mission-critical rewrite project.

Led design strategy for green field projects, presenting plans with IT executives and cross-functional senior peers. Participated in product and development planning and architecture meetings.

UX Project Manager • MCNA / Adaxa Technologies **Apr 2018 – Nov 2019**

Developed a statically-generated website for kids using Svelte and Sapper. Also built an internal task request page using vanilla JavaScript and Milligram (CSS).

Built a proof-of-concept cross-platform native mobile application using Flutter on the client and Elixir on the backend for a realtime dashboards project.

Led user research for a new call center software initiative, facilitating and participating in contextual inquiries and stakeholder interviews to gather qualitative data.

Led the design for an in-house native tablet application, and coordinated development activities with an external software engineering team.

Critiqued and gave feedback on design artifacts, and performed UI audits on software increments.

Technical Product Manager • MCNA / Adaxa Technologies **Jan 2016 – Apr 2018**

Shipped an online provider enrollment application, owning the product roadmap and backlog. Developed a dashboard to monitor product usage and KPIs.

Provided technical and domain expertise in data modeling and software architecture design initiatives.

Software Engineer • MCNA Dental **Oct 2010 – Jan 2016**

Maintained and implemented new features for the company's Ruby on Rails-based MIS and automated claim adjudication system.

Designed and built a web API and batch scripts in Ruby to normalize and standardize US postal addresses for members and providers.

Created technical proofs of concept as part of a team of Common Lisp programmers, using in-house libraries for web UI, data migrations, and an NLP rule engine.

Software Developer • Solstice Benefits **Dec 2009 – Oct 2010**

Designed, built, and maintained a dental benefits member web portal in ASP.NET using a multitiered architecture.

Software Test Engineer • TradeStation **April 2006 – Dec 2009**

Designed and executed test cases for 4 major web projects writing detailed bug reports, and wrote automated scripts for repetitive functional tests.

Streamlined the deployment process to QA environments by creating a graphical tool in C#/WPF using the Visual SourceSafe API.

technical skills

Full-stack web development
Relational data modeling
Business process modeling
User research planning
Information architecture

core skills

Clear written communication
Presenting to a small audience
Strong interpersonal skills
Customer support experience
Bilingual in English and Spanish

tools

Software Development:

Ruby on Rails
HTML/CSS/JavaScript
Common Lisp
C# / .NET
PostgreSQL

Design & Productivity:

Sketch, InVision
iA Writer, Dropbox Paper
Emacs, git
Slack, IRC
macOS, Linux

education

Bachelor of Information Technology

American InterContinental University
June 2006

Associates in Computer Info. Systems

Miami Dade College
December 2004

certifications

Pragmatic Marketing Certified – Lv. III
Scaled Agile Framework Agilist
Certified Scrum Product Owner
Certified Scrum Master