

# Patrice Mondezze

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## PRODUCT SPECIALIST

Innovative Product Designer with over 3 years of experience in creating user-centered design solutions for both B2B and B2C tech products. Proven ability to align product features with larger business objectives, driving user engagement, product success, and sales growth. Adept at managing the entire product lifecycle from ideation through launch, leveraging strong sales acumen to understand market needs and customer preferences. Skilled in cross-functional collaboration and strategic planning, with a track record of using customer insights to inform design decisions and enhance user experiences that lead to increased revenue.

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## WORK EXPERIENCE

### Apple

Oct 2024 - Present

#### **Product Specialist, Woodcliff Lake, NJ**

As the first point of contact for customers, I uncover their unique needs, providing tailored solutions that extend beyond the products themselves. By demystifying tech and creating personalized experiences, I've helped increase customer satisfaction scores and contributed to a loyal customer base that sees Apple as a part of their daily lives.

- Build lasting connections with customers by understanding individual needs and provide personalized product solutions, contributing to positive customer interactions and feedback.
- Collaborated with team members to maintain Apple's high standards of visual merchandising, ensuring a seamless in-store experience that promotes product awareness.
- Assist in onboarding customers with new products and features, helping them maximize their product experience and increasing customer confidence in using Apple devices.

### ABA Engine – B2B Health SaaS

Dec 2021 - June 2024

#### **UX Designer, Remote**

I led the redesign of a complex healthcare scheduling platform, aligning product strategy with the core needs of healthcare professionals and enhancing user engagement.

- Spearheaded a full UX overhaul of the healthcare platform, resulting in an increase in subscription rates as users found the platform more intuitive and efficient, directly impacting client revenue by \$500,000 annually.
- Developed and implemented a usability testing framework, providing ongoing insights that guided iterative design updates, reducing friction points and increasing customer retention by 42%.
- Partnered closely with product managers and developers to ensure design choices met regulatory needs and business objectives, leading to product updates that supported compliance and user satisfaction, reflected in an increase in user compliance ratings.
- Established a scalable design system, which reduced design-to-development handoff time by 50%, enabling a quicker rollout of new features and reducing time-to-market by an average of 3 weeks per project.

### Pixel Edakit – Website & Branding Design Agency

Mar 2021 - Present

#### **Founder / Fractional Designer**

Consulted with startups and SMEs on digital branding and user experience, helping them shape product visions that are both user-focused and strategically aligned.

- Develop comprehensive UX strategies for client brands that increase user engagement and boost conversion rates by designing data-informed user journeys that supported client growth.

- Built and manage scalable design systems that enable clients to maintain consistent brand identity across channels, reducing time-to-market for new digital assets by 51%.
- Leveraged behavioral analytics and user journey mapping to craft UX solutions that align with client business objectives, supporting product scalability and customer retention, resulting in a 30% increase in client project repeat rates.
- Mentored junior designers and led workshops on product strategy and user-centered design, fostering an environment of creative growth that improved design quality and project efficiency.

#### **Weill Cornell Radiology**

Mar 2020 - Mar 2021

##### ***Customer Service Representative, New York, NY***

Served as the primary liaison for radiology patients, overseeing appointment scheduling, inquiries, and registration with a focus on compassionate, patient-centered service.

- Managed patient interactions with empathy and efficiency, providing clear guidance and maintaining a high standard of care throughout the patient experience.
- Maintained accurate records in compliance with privacy standards, enhancing operational efficiency and reducing errors.
- Coordinated seamlessly with radiology staff and physicians to ensure smooth communication, contributing to a positive and streamlined patient flow.
- Supported operational goals by actively participating in workflow improvements, contributing to patient satisfaction and aligning with Weill Cornell's commitment to quality care.

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## **EDUCATION & CERTIFICATIONS**

#### **Pennsylvania State University**

May 2019

Bachelor of Science in Behavioral Health Administration,  
Minor in Analytics and Project Management

#### **Graduate Business Administration Certification**

May 2021

Hofstra University

#### **User Experience (UX) Design Certification**

Feb 2022

General Assembly

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## **TECH STACK & SKILLS**

**Design Tools:** Figma, Sketch, Adobe Creative Suite, ProtoPie, Framer, Webflow

**Project Tools:** Jira, Notion, Miro, Hubspot, Google Workspace

**Core Skills:** Strategic Product Alignment, User-Centered Design, Data-Driven Decision Making, Usability Testing, Cross-Functional Collaboration, User Journey Mapping, Workflow Optimization, Agile Project Management