ANDRES TOVIO

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SUMMARY

Human Computer Interaction graduate with expertise in user-centered design, data-driven research, and translating user insights into high-fidelity, production-ready designs. Skilled in competitive analysis, design systems, and delivering visual solutions that balance user needs with business goals. Experienced in collaborating with cross-functional teams in agile environments, with demonstrated ability to present design concepts to stakeholders and drive engagement through accessible design.

SKILLS

- **Design & Storytelling:** High-Fidelity UI, Storyboarding, Wireframing, Prototyping, Information architecture
- **Tools:** Figma, Adobe Illustrator, Adobe Photoshop, HTML, CSS, Miro, Microsoft Word & Excel, Canva
- **Research & Analysis:** Usability testing, Journey mapping, Persona creation, User research, Competitive analysis, User flows
- **Inclusive Design:** Accessibility standards, Human-centered design thinking, Typography, Layout
- **Soft:** Communication, Problem-solving, Cross-functional collaboration, Leadership, Critical thinking, Stakeholder management
- **AI Tools:** Claude (Integrated with Figma MCP), ChatGPT, Gemini

EXPERIENCE

Marketer, Newark, NJ — January 2026 – May 2026

New Jersey Institute of Technology for Colombian Student Association

- Managed the association's social media and digital content, designing and publishing 11+ posts, event flyers, and announcements in Discord and Instagram that grew followers by 80% over 5 months.
- Tracked post engagement to identify which content and channels performed best, using the results to adjust outreach and raise turnout from 10 to 55 members.
- Coordinated with the executive board and partner organizations to promote 4+ cultural and networking events, keeping messaging consistent across social media, email, and campus channels.

Relationship Banker I, Newark, NJ — September 2026 – Present

TD Bank

- Building relationships with 50+ retail and small business clients weekly by holding needs-based conversations and recommending TD checking, savings, credit card and lending products that fit their goals.
- Opened 15+ new accounts in my first 30 days, ramping up quickly to support branch growth and build a pipeline of new client relationships.
- Solving client concerns quickly and calmly, from account problems to suspected fraud, and work with internal teams to get issues fully resolved.

PROJECTS

AI Code Academy — September 2025 – December 2025

- Designed 40+ high-fidelity interfaces for an AI-powered K-12 learning platform, including user flows, dashboards, and adaptive learning screens grounded in user research.
- Conducted usability testing to receive feedback via a survey to identify issues in chatbot response quality, feature discoverability, and progress visibility, contributing to improving user satisfaction from 50% to 75%.
- Collaborated with a cross-functional team of 2 developers and 3 sponsors to deliver a production-ready platform, contributing to a finalist presentation that earned 3rd place out of 40+ projects at the NJIT Fall Capstone Showcase.

Study Bunnies — September 2024 – December 2024

- Designed a user-friendly platform to enable access to reserve study rooms in advance, mitigating the need to go in person and saving time.
- Conducted user interviews and research to define needs while collaborating with 4 designers to translate findings into validated solutions.
- Produced wireframes and interactive prototypes tailored to validate user needs and functional requirements.

Clip-Coo

- Designed a librarian assistant tool that allows students to quickly search for resources and instantly locate them inside the library.
- Conducted user research and an iterative design process for a library resource discovery app, conducting contextual inquiry with students and usability testing with 6 participants to identify friction points in physical navigation.
- Collaborated with a design partner and incorporated feedback from an NJIT professor to challenge assumptions and make data-informed design decisions, demonstrating strong communication skills in translating user needs into intuitive interface solutions.

EDUCATION

NEW JERSEY INSTITUTE OF TECHNOLOGY, Newark, NJ

Bachelor of Science in Human Computer Interaction