

JAVIER A. RIVERA

Miami, FL 33196 | 305.799.1510

eljavo@gmail.com | <https://www.linkedin.com/in/javierarivera/>

CAREER SUMMARY

Senior Business Process Consultant • Senior UI/UX Consultant • Senior Director Web & Portal

- **A UI/UX creative professional, problem solver** with 20+ years of experience. solving difficult design and usability problems by simplifying complex business processes to intuitive interfaces targeted to specific goals and needs.
- **Recognized for creating and implementing innovative solutions for global enterprises.** Leading teams to provide meaningful human interaction and deliver great value in every engagement.
- **A diversely skilled professional** with direct experience conducting complex projects and presenting solutions based on research, communication and culture.
- **A lifelong technology researcher** passionate about human interaction and communication, having evolved with technology learning new forms of simplifying complex tasks for common users.

AREAS OF EXPERTISE

- Team Lead
- Project Portfolio Management
- User Experience Design
- UX Research
- User Interaction
- Service Now Platform
- SharePoint Portal Design
- Mobile First
- Wireframing and Prototyping
- Corporate Portals
- Content Strategy
- Content Architecture
- Process Improvement
- Digital Transformation
- Visual Communication
- User Empathy
- Analytics
- Communication Skills
- Usability test
- KPI

PROFESSIONAL EXPERIENCE

ServiceNow Santa Clara, CA

04/2017 – 02/2019

ServiceNow is a Cloud computing organization providing a cloud-based platform for enterprise needs.

Senior UI/UX Business Process Consultant

Consultant for corporate portal engagements providing Business Processes and branding solutions in Service Portal and the ServiceNow Platform, providing usability solutions to wide variety of corporate culture and industries domestic and international.

- **Successful implementations in companies like United Airlines, FedEx, Apple, JP Morgan, Nasa, Fiat-Chrysler, Denny's, ANZ Bank, Choice Hotels, Coca Cola ANZ, NSW Health, Texas Health, Royal Bank of Canada, the US Army** and many more, awarded recognition companywide.
- **Simplified complex business processes** and saved companies thousands by creating meaningful user journeys and unifying corporate culture.
- **Strong collaborative work with different teams from around the world** each engagement provides an opportunity to work with different areas of expertise, such as developers, marketing, sales and project managers, which helps the creative process.

- **Successfully created high visibility internal tools** providing guidance and different views to simplify complex visual data, and make easier to understand metrics and analysis.

Sheridan Healthcare, Plantation, FL

05/2016 – 04/2017

Sheridan is the nation's leading healthcare solutions provider for anesthesia, emergency department and radiology services.

Senior UX Designer/SharePoint Designer

Consulting to design new companywide portal interface and architecture, create user journeys based on interviews, created wireframes, personas and user testing. Provide solutions to complex tasks and creative use of webparts, transform difficult technology problems to delightful interfaces.

- **Solved difficult technical problems with creative use of code and design** by tackling a difficult technical software like Sharepoint and creatively find alternatives to allow what is not possible normally, created meaningful simple interfaces while keeping the code futureproof.

Javier Rivera Consulting, Miami, FL

06/2013 – 04/2016

Design Consulting firm

Executive Managing Director

Consulting design firm for Fortune 500 and government organizations on Portal and Web technologies, usability and branding projects, redesign and new media on both desktop and mobile.

- **Scynexis Laboratories** Designed and developed SharePoint company portal.
- **Crowley** Redesigned companywide portal and provided site architectural and user personas.
- **City of Tallahassee** redesigned internal portal, simplifying processes and optimizing forms for easy use.
- **Vitalz Technology** redesigned Health Portal, used in hospitals for both patients and doctors.

Noven Pharmaceuticals, Miami, FL

11/2011 – 06/2013

Specialty pharmaceutical offering products in the areas of women's health and CNS/ADHD.

Senior Engineer SharePoint

Design strategy of corporate portal. Governance, quality assurance and testing plan development, management of day to day portal operations.

- **Managed companywide portal**, working with department heads to design and manage day to day operations.

Atkins Global, Miami, FL

03/2009 – 09/2011

Global design, engineering and project management consultancy.

Intranet Senior Manager/Designer

Manage the intranet team with designers, writers, developers and project managers, redesigned twice the interface when upgraded the Sharepoint version. Worked with an overseas development team to create applications and solutions to different department's needs.

- **Created simple and effective interfaces to enable inter departmental communication** Allowed less use of email and more interaction by using community boards, messaging and file sharing.

Stiefel Laboratories, Miami, FL

12/2004 – 03/2009

Global dermatological pharmaceutical company

Senior Manager Web & Portal

Brought in to design, develop and manage the corporate web site, portal and all electronic branding. Managed a team of local and overseas programmers, project managers and designers.

- **Solved a complex communication problem saving the company \$350,000** by creating a portal for R&D department in Brazil and UK, targeted to scientists.
- **Developed first Plumtree portal, later research and migrated to Sharepoint technologies** while in charge of internal communications and synergy between departments all around the world.

Niles Audio, Miami, FL

2002 –2004

Niles makes high-quality audio and video distribution products

Webmaster

Brought to design and manage the company website, created the first database driven site using PHP and MySQL. Managed 100+ products online.

- **Created database driven site from scratch** at the times where HTML and Flash were generally used and the norm.
- **Managed product photography, brochure design and brand integration** utilizing same brand standards companywide for print and web.

From2.com, Miami, FL

1999 –2003

Shipping, trading and logistics company

Webmaster

Design and implement corporate web site, day to day changes and creation of multimedia material for marketing.

- **Designed first interfaces for internal applications based on .NET** worked with product owners and engineers to make better interfaces and easy communications.

EDUCATION

Graphic Design and Communications, Bachelors

Universidad Autónoma Metropolitana, Mexico City, Mexico

First student to use computers to design and layout, gave lectures on how to use computers for design.

Nielsen Norman Usability Week

Usability and Interaction Design - Nielsen Norman Group, San Francisco, CA, May 2007

User Experience Information Architecture, - Nielsen Norman Group, San Francisco, CA, May 2008

RECOMMENDATIONS

JD O'Connell *Manager, Americas Platform Services - ServiceNow*

I have had the pleasure of working with Javier both as a teammate and as a manager and I can say he is a true professional in every sense of the word. He is passionately dedicated to his teams and his customers' success. His rare blend of skillsets allow him to quickly understand customers' processes across a variety of industries, distill what their pain points are, and deliver industry-leading user experience guidance and design. I can say without hesitation Javier is a top-level asset for any design team.

Daniel Waite *Strategic Program Director at ServiceNow*

Javier and I worked closely over the past year on the FedEx Global Consolidation Program. I learned quickly to value his deep technical expertise and UI/UX acumen. Javier is a solid team player and brings great collaboration skills to the table which allowed us to work well in a team setting across multiple geographies and countries. We were faced with some significant user experience challenges on more than a few occasions. Javier is able to quickly cut through the noise, understand and handle complex issues, and think creatively on his toes. Javier is easy going and has a creative soul that brings out his personality and made it very enjoyable to work together. As a result, he earned my trust, respect, and friendship. I would relish any chance to work with him again in the future.