

DAVID MCGUFFIN

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View Portfolio: [pixelwonders.com](https://www.pixelwonders.com)

PROFESSIONAL PROFILE

Graphic Designer, UI User Interface, UX User Experience Designer and Web Developer

Experienced Graphic, User Interface, and User Experience Designer with expertise in evaluating and collecting all user requirements and collaborating with product engineers and managers. Illustrate design concepts, use sitemaps, and process flows and storyboards. Create graphic user interface elements such as tabs, widgets, and menus. Able to code in HTML, CSS and JavaScript to create interactive, attractive, digital web designs for both internal and external sites in various architectures such as SharePoint, Ping Davinci, Liferay, and basic hosting.

Experienced corporate trainer & phone customer service representative (Financial institution in-Bound customer contact center). Taught adult classrooms (usually 20 people) phone soft-skills, legal negotiations, customer service skills, and security protocols.

Technical Skill Set:

- Adobe Creative Suite
- Agile Team Environment (AgileSafe)
- Balsamiq
- Camtasia (Video & animation)
- CSS3
- Customer Service (Phones)
- SharePoint 2007 to O365 Environment Branding
- Custom graphic design
- Figma
- HTML5
- JavaScript
- Microsoft Office Suite -Excel, Word, PowerPoint, Publisher
- Phone Soft-skills
- Print media
- Responsive web design
- Video editing
- Wireframing, hi-fidelity, demos

WORK EXPERIENCE

COBANK (Farm Credit System), Greenwood Village, CO

02/2017 – 04/2024

Senior UI/UX User Interface and User Experience Software Engineer

- Graphic and web Designer creating low and hi-fi mockup, demos and presentations to leadership.
- Designed, developed, troubleshooted, debugged, and implemented software code (such as HTML, CSS and JavaScript) for components of various websites, both internal and external.
- Worked with other developers and members of a project team to create the site concepts, interface designs, and architecture of various digital projects and dashboards.
- Responsible for various interface implementations.
- Helped create user-centered designs that align with project goals and user requirements.
- Contributed to the development of intuitive user experiences by participating in design discussions and ideation sessions.

INSIGHT GLOBAL (Contract-to-hire/CoBank) Greenwood Village, CO 08/2016 – 02/2017

Senior UI/UX User Interface and User Experience Designer and Developer

- Provided graphic design work for client organization (CoBank) related to mobile banking applications, PowerPoint presentations, and SharePoint team site branding, improving recall and messaging.
- Started with a 3-month contract, was renewed, then hired full-time by CoBank.

ECS TEAM, Greenwood Village, CO 08/2013 – 07/2016

Graphic Designer, Senior UI/UX User Interface and User Experience Developer

- Worked with several companies collecting data, learning business strategies and business goals to design user interfaces, dashboards, internal environment branding, and graphic design work.
- Demonstrated high level of awareness in identifying usability issues, conducting UX research, and implementing solutions to improve overall UX.
- Enhanced overall UX experience by implementing design thinking strategies, resulting in increased customer engagement and satisfaction.
- Provided consulting to the business leadership of companies such as the City and County of Denver, Delta Dental, NREL - National Renewable Energy Lab, HealthOne Swedish Medical Center, Eagle River Water and Sanitation District, just to name a few.

MOLYCORP MINERALS, Greenwood Village, CO 12/2011 – 08/2013

Graphic Designer, UI/UX User Interface and User Experience Developer

- Planned and managed the web and graphic design projects for the company.
- Assisted the CEO with branding for this startup including designing and building the public facing website, marketing materials (print & digital), wireframing, hi-fidelity mockups, and demos.

OPPENHEIMERFUNDS, Greenwood Village, CO 8/2004 – 01/2009

Corporate Trainer, In-Bound Customer Contact Center Customer Service Representative

- Customer Service Representative for a mutual fund company, provided clients with top-tier customer service regarding their investments. Transferred assets between fund accounts, balance information, transaction history questions, tax information, legal negotiations, and account setup and closing.
- Promoted to Corporate Trainer teaching new associates Customer Service Representatives classes for the in-bound Customer Contact Center.

EDUCATION

General Education, ARAPAHOE COMMUNITY COLLEGE, Littleton, CO

Degree in progress, Business Management, UNIVERSITY OF NORTHERN COLORADO, Greeley, CO

CERTIFICATIONS

Instructional Design, MOUNTAIN STATES EMPLOYERS COUNCIL, Denver, CO

Master Figma Course: From Beginner to Pro, SAAS DESIGN