

# Charmayne Knox

## UX CONTENT DESIGNER | CONTENT STRATEGIST | INFORMATION ARCHITECTURE | PRODUCT DESIGN

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UX Designer and Content Strategist with experience designing intuitive, user-centered digital experiences for enterprise financial platforms and consumer applications. Skilled at translating complex business and user requirements into clear information architecture, user flows, interface content, navigation systems, wireframes, prototypes, and high-fidelity experiences using Figma. Experienced collaborating with product managers, engineers, researchers, and business stakeholders in Agile environments while conducting user research, usability testing, and developing scalable content and design solutions for regulated financial products.

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## CORE SKILLS

### UX Content & Strategy

UX Content Design · Content Strategy · UX Writing · Information Architecture · Taxonomy · Navigation Systems · Interface Content · Content Audits · Voice & Tone

### UX Design

User Research · User Interviews · Stakeholder Interviews · Journey Mapping · User Flows · Wireframing · Low, Mid & High Fidelity Prototypes · Interaction Design · Design Systems · Accessibility (WCAG)

### Collaboration

Agile · Cross-functional Collaboration · Requirements Gathering · Stakeholder Presentations · Usability Testing

### Tools

Figma · FigJam · Adobe Illustrator · Adobe Photoshop · Framer · Claude · ChatGPT · Lovable

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## RELEVANT EXPERIENCE

### Digital Designer / UX Designer

Oct 2024 – Present

[We Are Happy Together \(WAHT\)](#) · Remote

- Designed end-to-end user experiences from discovery through high-fidelity prototypes, translating user needs into intuitive information architecture, navigation, and interface content.
- Partnered with product owners, developers, and stakeholders to gather business requirements and organize complex workflows into intuitive, user-centered experiences.
- Created user flows, wireframes, interactive prototypes, navigation structures, and production-ready UI designs using Figma.
- Applied accessibility (WCAG) principles and usability best practices to improve task completion and overall product usability.

### Specialist, Client Processing Representative

Nov 2019 – Present

[BNY Mellon](#) · [Financial services for global investment portfolios](#)

- Managed complex financial workflows supporting highly regulated enterprise banking systems while maintaining exceptional accuracy and compliance.

- Collaborated with cross-functional domestic and international stakeholders to resolve workflow issues and improve operational efficiency.
- Analyzed operational documentation and business processes to identify opportunities for workflow optimization and improved user efficiency.
- Translated complex financial information into actionable guidance for clients and internal stakeholders while supporting high-quality customer experiences.
- Directly supervised and trained a team of client processing representatives, developing clear, consistent written guidance and process documentation used across multiple client accounts.
- Led the creation of a formal training process for inbound administrators, detailing in-depth procedures for day-to-day client processing.
- Completed an internal leadership development program and was identified for a formal management track, reflecting strong stakeholder trust and communication skills within a highly regulated environment.

## Content Writer

Sep 2019 – Aug 2022

[Nyla Denae' Enterprises, LLC](#) · [Edtech company delivering interactive STEM learning content](#)

- Designed structured content experiences to simplify complex information and improve comprehension for young learners and educators.
  - Applied content strategy and UX writing principles to guide users through information clearly and effectively across digital learning materials.
  - Optimized content using SEO best practices, increasing organic traffic by 30%.
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## SELECTED UX/UI PROJECTS

### BNY Database Redesign

Oct 2023 – Present

[Enterprise Information Architecture Project](#)

- Redesigned enterprise financial workflows to improve usability, navigation, and information architecture for internal banking teams.
- Created user flows, wireframes, interactive prototypes, and high-fidelity mockups in Figma to communicate design recommendations.
- Delivered production-ready interface designs aligned with enterprise design standards, accessibility principles, and consistent user experiences.

### City Cycles

Sep 2023 – Oct 2023

[Urban Mobility UX](#) · [Bike Rental Reservation Redesign](#)

- Redesigned the reservation and booking flow for a bicycle rental platform, applying user flows and interaction design to reduce friction across the booking experience.
  - Conducted user research and usability testing to identify key friction points, incorporating WCAG accessibility standards throughout the design process.
  - Created wireframes and high-fidelity prototypes in Figma, improving user satisfaction by 25% and accelerating stakeholder approval by 30%.
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## EDUCATION

**UX/UI Design Certificate**

[Skillcrush](#)

**Bachelor of Arts, English**

[University of Central Florida](#)