Charles Waite   User Experience Design

About Me

I'm a UX Designer with 12+ years of experience specializing in consumer-facing native mobile design for iOS and Android. I've led end-to-end efforts across industries—delivering elegant, customer-focused solutions for everything from mobile apps to complex internal tools.

I care deeply about the craft of interaction design. The countless micro-decisions and subtle details at the intersection of design and product thinking are what make an app feel intuitive, polished, and even delightful—and what elevate ideas into real, shippable solutions. Designing for mobile, I've learned, means designing for focus and clarity. A great user experience must be fast, forgiving, and deeply intuitive—and that's what I strive to deliver in every product I touch.

I thrive on solving challenging problems with empathy and clarity, blending visual design fundamentals with systems thinking, customer research, and iteration. My work is deeply collaborative—I genuinely enjoy partnering with product, engineering, research, and customers to create thoughtful, impactful products that meet real user needs.

Experience

Amazon AWS Game Tech, Seattle, WA – *UX Designer II*   August 2022 - October 2024

- Lead UX Designer and single-threaded owner for a new cloud-based pixel streaming service, from private beta through to planned public launch.
- Successfully delivered five major feature releases that reduced customer onboarding and resource management time by up to 75%.
- Directed UX review and sign-off process with the central AWS UX team, ensuring consistency with platform standards and accessibility guidelines.
- Partnered closely with engineering, PM, and CX teams to shape and refine product direction—conducting UX evaluations, synthesizing customer feedback, and developing design proposals informed by user research and roadmap priorities.
- Designed and prototyped an AI-powered tool for streaming configuration and performance optimization, streamlining a previously manual, error-prone process.

T-Mobile, Bellevue, WA – *Senior UX Designer*   January 2017 - July 2022

- Led end-to-end UX design for customer-facing native mobile apps (iOS and Android) as well as internal tools used by highly technical field teams—balancing elegant user experiences with complex backend requirements.
- Built a scalable mobile design system for iOS and Android that significantly reduced design iteration time and ensured a cohesive, pixel-perfect customer experience across platforms.
- Oversaw full design lifecycles—from ideation through implementation—while mentoring designers and managing both internal teams and external vendors.
- Improved design operations by integrating Design Thinking more deeply into product planning, accelerating innovation and aligning UX with engineering goals.
- Designed and launched a mobile-first, AI-powered chatbot experience within T-Mobile's messaging platform, enabling trusted businesses to automate customer support and drive more meaningful engagement.

Experience, continued

Filter, Seattle, WA – *UX Designer*   February 2016 – December 2016

- Owned product designs from concept, to wireframe, to high-fidelity deliverable for early stage product concept that would later become T-Mobile Digits.
- Presented concepts and prototypes to client stakeholders for review and approval, ensured alignment between design and development phases.
- Built high fidelity designs, design system, and accompanying styleguide for handoff to client product team.
- Established and redefined existing accessibility standards and design guidelines, allowing designers to deliver elegant, accessible, and consistent designs easily and efficiently.

Fjord, Seattle, WA – *UX Designer*   Sept. 2015 – January 2016

- Redesigned T-Mobile's customer bill payments, autopay setup, and refund request user experience from the ground up.
- Translated customer pain points and research into business requirements utilizing affinity mapping, and journey mapping to generate high fidelity wireframes for client review.
- Worked directly with client SMEs and product owners to refine wireframes into high fidelity designs while aligning to the core tenets of T-Mobile's new branding and design guidelines.

Skills

- 12+ years of experience designing for native iOS and Android apps, Web, and Desktop.
- End-to-end UX design ownership – from ideation, to prototype, to high-fidelity deliverable.
- Facilitating effective collaboration between development teams and product owners.
- Thoughtful design process based in system design principles encouraging continuous and open communication between stakeholders.
- Creating and maintaining robust design systems to boost team efficiency and improve design results.
- Leading comprehensive and efficient review and sign-off processes with product leadership.
- Mentoring designers, leading design teams, and managing external design vendors.
- Proficiency in major design tools including Figma, Sketch, and Adobe XD.

Education

Parsons School of Design, New York — AAS, Graphic Design - 2009

Kenyon College, Ohio — BA, Political Science - 2006