Charles Waite   User Experience Design

Summary

I'm a Senior UX Designer with 15+ years of experience specializing in native-mobile design for iOS and Android. I've led numerous end-to-end product design efforts from inception to release delivering elegant, customer-focused solutions for everything from mobile consumer apps with millions of users to complex internal tools with mere dozens of users.

Skills

UX Design, Product Design, Interaction Design, Mobile Design, Design Systems, Prototyping, Wireframing, User Research, Usability Testing, Figma, Sketch, Adobe XD, Adobe CC, Jira, InVision, iOS, Android, Responsive Web, Design Thinking, Agile.

Design Approach

I care deeply about the craft of interaction design and I always approach a project with empathy and curiosity. My design process blends refined interaction design, systems thinking, and user research driven decisions with business goals and stakeholder requirements. The highly considered decisions and details at the intersection of design and product thinking are what make my designs feel intuitive, polished, and delightful, elevating concepts and ideas into real, shippable solutions .

My process is highly collaborative and I strive to build partnerships with product, engineering, research, and customers to create thoughtful, impactful products that exceed customer expectations and business goals. I deliver successful customer experiences that are efficient and deeply intuitive while prioritizing customer needs and clarity of purpose.

Work Experience

AWS GameTech, Seattle, WA — Senior *UX Designer*   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 with millions of customers as well as internal tools used by highly technical field teams—balancing elegant user experiences with complex technical 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.

Work Experience, continued

- 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.

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 bill payment experience used by millions of customers 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.

Key Abilities

- 15+ years of experience designing for native iOS and Android apps, Web, and Desktop.
- Full 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