FRANZ A. ALVARADO

SENIOR PRODUCT DESIGNER

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SUMMARY

Senior Product Designer with 10+ years of experience designing and shipping consumer and enterprise products across mobile and web. Shipped 16+ products reaching 196M+ users. Specializes in cross-platform UX, interaction design, accessibility, and scalable design systems.

EXPERIENCE

Cencora

Senior Product Designer | Oct 2025 - Sep 2026 | Remote

- Drove end-to-end product design for a new enterprise shipping solution, simplifying complex logistics workflows into a unified self-service experience for shipment creation and carrier pickup.
- Led UX design for an enterprise-wide AI assistant, automating customer support intake and ticket preparation to reduce support handling time.

CVS Health

Senior Product Designer | Apr 2024 - June 2025 | Remote

- Designed reusable product listing and detail page (PLP/PDP) components, enhancing the online shopping experience across iOS, Android, and web for 5.6M+ users.
- Championed accessibility and native mobile design standards across product teams, mentoring designers and guiding UX reviews to improve design quality and consistency.

T-Mobile

Principal Product Designer | Feb 2021 - Mar 2024 | Bellevue, WA

- Led zero-to-one product design for SyncUP Tracker and PETS apps, delivering intuitive onboarding and IoT device pairing experiences engaging 400K+ users.
- Built and scaled a mobile design system and reusable Figma component libraries, improving cross-product consistency and reducing usability issues by 30%.
- Drove UX integration planning for T-Life, a unified mobile app reaching 30M+ users, by mapping SyncUP workflows and aligning interaction patterns across product teams.
- Led error-handling and recovery design across T-Mobile apps, standardizing edge-case solutions to improve product reliability and user experience.

User Experience Designer | Nov 2019 - Feb 2021 | Bellevue, WA

- Enhanced UX quality and visual consistency across T-Mobile apps by designing intuitive user flows, custom iconography, and motion interactions.

Digitalchemy

UI / UX Designer | Aug 2017 - Nov 2019 | Redmond, WA

- Designed and launched consumer iOS and Android apps supporting 40 languages and diverse device form factors across global markets.
- Led visual design of custom themes for one of the company's leading mobile apps, driving top app ratings and growth to 8M+ users.
- Ensured design quality across iOS and Android releases by partnering with engineers to resolve UI inconsistencies and implementation issues.
- Increased app downloads by 35% by designing and A/B testing marketing assets.

SKILLS

Product Design
UX Strategy
UI / UX Design
Web Application Design
Native iOS Design
Android Design
Interaction Design
Design Systems
Component Libraries
Accessibility (WCAG / A11y)
User Flows
Information Architecture
UX Research
Rapid Prototyping
Usability Testing
Human Interface Guidelines (HIG)
Material Design
Motion Design

SOFTWARE

Figma
FigJam
Jira
Confluence
Sketch
Photoshop
Illustrator
After Effects
Miro

LANGUAGES

English — Fluent
Spanish — Fluent
Japanese — Beginner

EDUCATION

Bachelor of Science
Media Arts & Animation
Art Institute of Fort Lauderdale