



Melanie F. Sexton
4034 W. Nora Drive
San Tan Valley, AZ, 85144
(843) 870-8266
melanie.florencio@gmail.com

Senior Product Designer and UX Strategist with 15+ years of experience leading human-centered design initiatives across cybersecurity, healthcare, education, and federal programs. Skilled in service design, digital transformation, design strategy, and mixed-methods research to improve complex experiences for enterprise and public-sector.

CORE SKILLS

UX Design / Qualitative Research / Digital Prototyping / Visual Design / Figma / Storytelling / Content Strategy

WORK EXPERIENCE

Tech Holding LLC, Phoenix, AZ

UX Designer (Contractor)

Jul 2026 - present

- Lead UX design and strategy through an 8-week Discovery phase for internal licensing teams at Sony Pictures Entertainment.

Cisco, Austin, TX and Phoenix, AZ

Product Designer — Security & Developer Platforms

Feb 2022 - Apr 2026

- Led UX design strategy and execution for the Security Insights platform, supporting a DevOps audience of 30,000 users.
- Standardized UI components using the Cisco UI Kit design system, reducing implementation time by 25%.
- Conducted user research and usability testing across security engagement managers and engineering leads, leading to a 15% reduction in workflow inefficiencies.
- Presented actionable design concepts to stakeholders, influencing product roadmaps and enhancing cross-team alignment.
- Prototyped tools for secure development lifecycle visualization, enabling teams to assess security postures and improve governance adherence.

Austin Community College, Austin, TX

Adjunct Instructor, UXUI program

Aug. 2021 - May 2022

- Taught Survey of UX Design and UI Design 2 courses, mentoring students on the principles of user-centered design and interface aesthetics.

Wondros, Austin, TX

Sr. Product Design Strategist

Oct. 2021 - Feb. 2022

- Led UX strategy for participant and researcher platforms in the NIH's 'All of Us' health research program, focusing on user engagement and data usability.

EDUCATION

Continuing Education, UX Design

Austin Community College

Austin, TX

Spring 2020

MA, Sequential Art

Savannah College of Art and Design

Savannah, GA

June 2011

BFA, Sequential Art

Savannah College of Art and Design

Savannah, GA

May 2009

SPECIAL PROJECTS

Exhibiting Artist

2022-Present

Austin, TX and Phoenix, AZ

Member, Graphic Artists' Guild, 2022

Speaker

ACC UXUI Colab, 2021

[UX Career Journey: Melanie Sexton](#)

Adjunct Instructor

Art, Design, UX Design

Austin Community College

Technical College of the Lowcountry

University of South Carolina -

Beaufort

Charleston Southern University

Trident Technical College

- Designed a hybrid patient nutrition intake process in collaboration with provider stakeholders, enhancing data accuracy and operational efficiency.
- Developed onboarding and registration processes for patient portals, reducing onboarding time by 10% and improving user satisfaction.

Sonatype Inc., Austin, TX

Product Designer

Dec. 2020 - Oct. 2021

- Designed key features for Nexus Repository Manager, driving improvements for enterprise security engineers and developers.
- Conducted qualitative research to inform design decisions, reducing support tickets related to usability issues by 15%.
- Delivered high-quality design assets within 2-week sprint cycles, collaborating with product managers and developers to meet agile goals.

Sr. eLearning Developer

Feb. 2019 - Nov. 2020

- Created customer-centric eLearning materials that reduced customer inquiries by 20% and improved user onboarding efficiency.
- Spearheaded a content strategy leveraging Design Thinking, aligning educational materials with user needs and personas.
- Participated in company-wide hackathons, contributing design solutions that enhanced product features and engagement.

Blackboard, Inc., Austin, TX and Washington D.C.

Product Designer

May 2018 – Feb. 2019

- Designed software features for assessments and grading within Blackboard Learn Ultra, improving usability and faculty satisfaction.
- Conducted research to explore future-facing strategies, collaborating with cross-functional teams to innovate on instructional design tools.

Content Training Designer

Jun. 2017 – May 2018

- Developed the enterprise-wide employee onboarding program, reducing ramp-up time for new hires by 25%.
- Designed interactive training prototypes validated with organizational leaders, resulting in adoption across multiple departments.

General Dynamics Health Solutions, Silver Spring, MD

Education Materials and Products Designer

Nov. 2015 - Jun. 2017

- Conceptualized and delivered digital education tools for healthcare providers and veterans, improving training outcomes and user engagement.
- Conducted research with traumatic brain injury experts to translate complex medical information into accessible digital resources.
- Designed and tested interactive prototypes, enabling feedback-driven enhancements for healthcare education tools.

Member, Contributor level

AIGA Austin, 2021

Producer

Carevena Concept Video, 2017

Crowdfunding video for mobile health application Dermitrax.

Producer: Instant Replays

Covert Aire High School Football Bowl Series, 2014

Speaker

TEDxCreative Coast, 2014

["The Library of the Future: Using Makerspaces to Connect with Your Community"](#)

Exhibiting Artist

North Charleston Arts Festival, 2012

"Outside the Line"

Illustration exhibit

Co-creator

Undead Norm: A Zombie Comedy 2011-2013

Issues #1 & #2

Illustrator

Infinity Software Development, 2012

Sunshine State Testing materials

TECHNICAL DOMAINS

Cybersecurity
DevSecOps
Enterprise SaaS
Developer Tooling
EdTech
Learning & Development
Complex Workflow Architecture