

Miriam Arias Kupka

creative product designer + problem solver

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experience

Charter Communications

Lead UX/UI Designer * Oct 2023 - Present

UX/UI Designer II * Nov 2022 - Oct 2023

Lead and drive the design of agent tools, focusing on optimizing the agent-to-customer experience. Own the design process from concept to execution, ensuring solutions are user-centric and impactful.

Oversee the end-to-end design of GenAI-powered tools and Agent Chat tools to enhance the agent experience and align with business objectives.

Partner with customer operations teams to define user-centric goals that enhance the agent-to-customer experience. Work closely with development teams to navigate technical constraints, ensuring the final product is both feasible and aligned with user experience needs

Collaborate with stakeholders, UX researchers, content designers and UX accessibility designers to design better solutions and improve the agent-to-customer experience. Design and create high-fidelity mock-ups and deliver results to the engineering team.

There.App

Product Designer - *Freelance* * Feb 2023 - Present

Lead the end-to-end product design for their native iOS and Android mobile app, overseeing creative direction and defining branding strategies for future implementation. Drive wireframing, visual design, and user experience research while collaborating with the development team to design, implement, and launch new features.

Plural Studio, SF

Landscape Designer * Aug 2019 - Apr 2022

Researched, created, and executed design solutions. As their first designer, I supported the team on 15+ projects focusing on design approach, 3D modeling, and design iterations while meeting the business and clients' needs. Collaborated with the team to manage projects from the beginning stages of design into construction documentation.

education

Designlab, UX Academy

UX/UI Certificate

University of California, Berkeley

Master of Landscape Architecture & Environmental Planning

Cal Poly San Luis Obispo

Bachelor of Science, City, Urban & Environmental Planning

skills

UX Design / UI Design
Visual Design / Branding
User Research
UX Accessibility
Market & Competitive Analysis
User Testing
Design Thinking
Wireframing / Prototyping
Information Architecture
3D Modeling
Project Management

tools

Figma
Adobe Creative Suite
Jira
LucidSpark
InVision
Adobe XD
AutoCAD
SketchUp 3D / Rhino 3D
Enscape Rendering

languages

English
Spanish (Native)