

# JERRY WASHINGTON

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## UX DESIGNER

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### CONTACT

[uxjerry.com](http://uxjerry.com)

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Based in Phoenix, AZ

### PROFILE

A tech enthusiast turned UX Designer that loves problem solving and creating minimal, efficient, user-centered designs.

Bringing several years of technical support experience, along with three years worked in the autonomous vehicle industry.

### SKILLS

Figma

Wireframing

Prototyping

User Research

Usability Studies

Problem Solving

Documentation & Reporting

Jira

Webviz

### EDUCATION

UX Design Certificate

**2025**

Completed Google UX  
Design Professional  
Certificate

Phoenix College

**2002-2005**

Associate in General Studies

University of Advancing  
Technology

**2006**

Bachelor of Arts in Game  
Design (in progress)

### EXPERIENCE

Troubleshooting Expert

**2023-2024**

Provide technical support for Cruise autonomous vehicles. Addressing start-up issues, data offloads, connectivity issues and various failure modes. Identify, triage and escalate behavioral issues related to autonomous vehicle driving.

Autonomous Vehicle Operator

**2022-2023**

Operate Waymo self-driving vehicles in autonomous & manual modes. Provide feedback regarding vehicle performance and driving habits.

PC Help Desk Technician

**7 YEARS**

Provide technical support for Chase Paymentech credit card processing applications via phone/e-mail. Resolve issues related to processing error messages, login issues, setup errors and transaction inquires.