

Andrew Marks, M.S.

Clearance: Active Top Secret

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UI/UX Designer specializing in enterprise and AI systems, integrating user research, prototyping, and data-driven storytelling to deliver measurable impact across complex digital products.

Key Skills: UX research, usability testing, journey mapping, wireframing, prototyping, interaction design, design systems, accessibility, heuristic evaluation, data-driven design, AI-assisted design, LLM interaction design, conversational UX, prompt engineering, AI workflow prototyping, product analytics, user-centric AI interfaces, information architecture, responsive design.

Professional Experience

Metronome, Nashville, TN

UX Researcher, December 2024 – Present

- Unified 56,854 user identities from 100,952 source accounts across six data sources into a single cross-platform analysis system, replacing manual GitLab and survey aggregation.
- Designed a behavioral framework mapping a five-stage onboarding funnel and four maturity segments, surfacing 3,445 active users and ranking 3,253 into persona-based cohorts for outreach.
- Lifted interview response rates from 3% to 15% and survey completion from 12% to 27% by targeting active, behaviorally matched users.
- Designed the interface and conversational UX for Platform One's AI Assistant, projected to cut support tickets up to 40% and recover roughly half the daily help-desk time of two staff plus 15% for three others.
- Created brand-facing decks, feature sheets, and conference visuals that shaped how leadership presented product value externally.

UI/UX Designer, Nashville, TN

Freelance, November 2023 – Present

- Led UX design of an AI-powered EHR app for veterinarians, creating a chat interface for streamlined diagnosis and treatment planning.
- Developed interfaces for uploading medical records and labs, integrating AI to enhance diagnostic efficiency.
- Improved end-to-end experience of AI assistant Cleo by conducting usability reviews, identifying UX and accessibility issues and leading the websites redesign.
- Updated user flows and user journey maps to identify and fix information Architecture issues.

Northrup Grumman Corporation, Redondo Beach, CA

UI/UX Engineer – Payload & Ground Systems, July 2021 – August 2023

- Streamlined onboarding process, reducing time from 10 to 7 days.
- Managed Information Architecture for optimal UI component integration with telemetry and mission data.
- Developed an internal site, halving equipment procurement time for new hires and ensuring immediate readiness.

Fierce Nutraceuticals, Northridge, CA

Project Manager, February 2016 – August 2018

- Grew revenue from \$0 to \$80K per month (within 6 months) and annual sales to \$2M+ within 2 years; led analytics and data team to identify best supplements to partner with existing product line (and expand to new markets).
- Led development and launch of health/weight management supplement for startup—focusing on product growth, market research, operations, and distribution.

Epic Fitness Group, Northridge, CA

Product Designer & Project Manager, January 2014 – February 2016

- Oversaw budgets for social media, TV, digital ads, and app campaign, ranging from \$50K to \$75K per month.
- Led mobile application design/development on a Top 50 Health & Fitness product (U.S. market)—leading to a 30% increase in web traffic and 9% increase in sales after app launch.

Education

Claremont Graduate University, *Masters in Information Systems Technology (2021)*

California State University, Northridge, *Bachelors in Economics – with distinction (2012)*

Selected UI/UX Designer – Projects

Knowledge Hub, Personal Knowledge OS

Solo Designer & Builder, 4 months · Production deployed

Designed and built a research-corpus tool for a fast-moving AI field where new content outpaces reading speed, ingesting a few hundred sources a week and running twelve specialist agents over a vector corpus to surface connections, contradictions, and gaps.

- Designed the interface to show not just what the model concluded but how uncertain it was, what it failed to extract, and why, through distinct score states and inline reason strings at the point of consumption.
- Built decay states (active, aging, stale) and a weekly gap-analysis dashboard so the corpus surfaces what it lacks and where attention is shifting over time, not just a snapshot of what exists now.
- Added provenance tracing on every AI-written draft, exposing the source links and per-source priority behind each synthesis so trust decisions happen inline rather than on a separate explainability page.
- Engineered the full stack solo: Next.js, Postgres with pgvector, Voyage embeddings, Claude and OpenRouter LLMs, RAG retrieval, batch processing, and run-level rollback for reverting bad agent runs.

Battle Warriors NFT

UX Researcher & Developer, 2021 – 2022

- Designed and launched The Viking NFT Warriors, a generative collection, and wrote a Python script generating randomized characters and rarities.
- Grew the Discord community to 3,000+ members and Twitter following to 3,000+, and built the collection website with roadmap and Ethereum minting.

Shogun War, Play-to-Earn Game

UX Auditor & Designer, 2022

- Audited a crypto play-to-earn game for usability issues, then redesigned its navigation and core pages to fix them.
- Designed the crafting and Beast Forest/Dungeon experiences, including character-select windows, inventory panels, and achievement graphics.