

Richard Alvarez

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Leadership | Innovation | Culture | Entrepreneurship

QUALIFICATION SUMMARY

Accomplished and dedicated professional with over 25 years of experience in customer experience, design and product delivery. Confident in the ability to contribute to team success through advanced skills in leadership and innovation, fostering collaboration, building relationships, and inspiring teams with inclusive, human-centered practices. I thrive in faced-paced environments and committed to problem solving and continuous self-improvement.

KEY SKILLS

- ✓ Design thinking, lean, dual-track
- ✓ Leading strategy and innovation
- ✓ Setting team vision
- ✓ Balancing delivery timelines, quality, and impact
- ✓ Hands-on experience in multiple design fields
- ✓ Team leadership and management
- ✓ Figma, Adobe CS
- ✓ Miro/Mural/Figjam
- ✓ MS Office, Trello, Confluence
- ✓ HTML, CSS, Javascript/JQuery, WordPress
- ✓ Problem solving / workshop facilitation
- ✓ Ability to thrive in face-paced environments
- ✓ Creating inclusive and collaborative cultures
- ✓ Collaborating with cross-functional teams
- ✓ Success in leading entrepreneurial mindset
- ✓ Thought leadership in publications, speaking engagements, and strategy presentations
- ✓ Presentations: Writing and speaking
- ✓ English (native-speaker)
- ✓ Spanish (native-speaker)
- ✓ Portugues (Speak/Read)

RELEVANT PROFESSIONAL EXPERIENCE

Customer Experience Strategy & Design Service Line Director Jan, 2022 - Current
Apexon Chicago, IL

Global leader with direct reports across U.S., India, and Ireland; Established and built UX practice, creating UX playbook and engagement models to collaborate with senior leadership, marketing, cross-functional sales and delivery teams, and clients.

- Increased annual revenue year over year to nearly 5M since practice inception in 2021
- Execute innovation and strategy in pre-sales activities and workshops that revolutionized a company mindset from production to solution-based helping to secure multiple million-dollar long-term contracts
- Manage cross-functional teams to successfully deliver digital solutions to fortune 500 customers, mid-tier enterprises, and startups
- Established Team design critiques, career ladder skills training and certifications, implemented mentorship programs, and our design and book clubs
- Spearheaded organizational diversity initiatives to build leadership across generations, gender, and cultures

User Experience Research & Design Practice Manager

Jun, 2017 – Dec, 2021

Saggezza

Chicago, IL

Introduced design thinking and human-centered practices organization-wide. Established UX engagement models for improved collaboration with internal and external stakeholders.

- Secured 1M+ UX contract with leading financial payment network enterprise organization
- Organized recruitment and onboarding initiatives leading to successful hiring best practices across the organization
- Created an inclusive and rewarding culture that facilitates optimal performance, collaboration, and team growth via mentorship, training and culture/community enhancements;
- Hired 30+ team members

Lecturer – New Media

Mar, 2001 – Dec, 2016

Medill School of Journalism at Northwestern University

Evanston, IL

Faculty member at Medill's Graduate School of Journalism at Northwestern University teaching courses in new media and online Journalism; Showcasing real-world professional experiences in interactive and visual storytelling.

- Developed graduate-level courses in new media and online journalism
- Instructed non-linear multimedia and visual storytelling methods and best practices
- Collaborated with faculty and grad-students on innovation, research and capstone projects

Director of Interactive Experiences

May, 2005 – Feb, 2015

MethodEngine

Chicago, IL

Lead internal teams, freelancers, and third-party partners in developing, launching, and maintaining consumer-facing websites and experiences from concept to production in this 4-person studio.

- Executed strategy and design for the Lincoln Center 50th Anniversary online experience
- Agency of record for Therms.com: Executed creative and delivery of all digital experiences, digital tradeshow collateral and signage, and all digital marketing assets.
- Formed vision and collaborated on marketing, sales, recruitment, and thought leadership to secure new business

EDUCATION

B.A. Communications

May, 1991

DePaul University

Chicago, IL

CERTIFICATIONS

- ✓ ChatGPT & Its Practical Use Cases, Skillsoft
- ✓ Generative AI Fundamentals, Databricks
- ✓ Generative AI Fundamentals, Google
- ✓ Transformer Models and BERT Model, Google
- ✓ Agile Foundations, Lynda.com
- ✓ Google UX Design Professional, Google
- ✓ Enterprise Design Thinking Practitioner, IBM
- ✓ Enterprise Design Thinking Team Essential for AI, IBM
- ✓ Introduction to Web Accessibility, edX
- ✓ Miro Essentials, Miro
- ✓ UX Foundations, Lynda.com