

Carol Espilotro

PRODUCT DESIGNER (UX/UI DESIGNER)

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🔗 [Portfolio](#)

👤 [Carol Espilotro](#)

📍 Galicia, Spain

Product Designer with 7+ years of experience collaborating with multidisciplinary teams to build digital products across startups, banking, gaming, and healthcare industries. Proven track record leading cross-functional teams, designing products from concept to launch, developing and scaling design systems, and establishing design culture within organizations to drive sustainable business results.

EXPERIENCE

Senior Product Designer

🏢 Conexa Saúde

📅 Nov. 2022 - Oct. 2025

- Designed and launched regulatory financial platform that increased company profit by over R\$1M in first production cycle through streamlined operator workflows and compliance optimization.
- Delivered critical healthcare tools including intelligent scheduling, consultation systems, digital waiting rooms, and redesigned EHR that improved clinical workflows for thousands of healthcare professionals.
- Redesigned AI-powered healthcare system, transforming complex technology into intuitive product aligned with company branding and clinical needs.
- Scaled Design System reducing production bugs by 30% and accelerating team delivery speed through standardized components and governance.
- Founded Design Ops function and led team development through workshops, establishing scalable processes that elevated organizational design maturity.

Mid-Senior UX/UI Designer

🏢 Garena

📅 Aug. 2021 - Aug. 2022

- Redesigned BOOYAH! app interface increasing NPS from 4.3 to 8.6 through user research, data-driven design decisions, and Western market localization.
- Led localization strategy for LATAM gaming assets, boosting user engagement in culturally adapted areas and establishing regional design standards.
- Created art direction for major Free Fire esports events and seasonal campaigns reaching millions of Latin American players.

Mid UX/UI Designer

🏢 Santander Bank

📅 Mar. 2019 - Aug. 2021

- Redesigned internal banking dashboards and applications, doubling positive employee reviews and bringing recognition to the Internal Apps team.
- Implemented design system across internal products ensuring consistency and scalability while collaborating with Product Owners and engineering teams.
- Conducted usability testing and prototyping that validated solutions and improved operational efficiency for bank employees.

SKILLS

Technical skills

Design System, User Interface, User Experience, Architecture Information, Visual Design, Design Ops, Prototyping, Digital Design, UI Artist, Illustration, Accessibility, Art Direction, Data Analysis, Research, WCGA, Html, Css, Framer, AI (Claude, Lovable, Perplexity in my process when needed).

Strategy and process

Evidence-base, Systemic and holistic thinking, Structured but flexible process, Strategic communication, Tactical execution with strategy, Solving problems beyond conventional.

Leadership and collaboration

Project Management, Art Direction, Mentoring and knowledge sharing, End-to-end product ownership, Cultural sensitivity and inclusivity, Adaptability, Knowledge sharing, Stakeholder Communication versatility, Cross-functional teamwork

Languages

C1 - English

B2 - Spanish

Native - Portuguese

EDUCATION

Certification in Service Design

📖 Educational Platform - PM3

📅 2024

Certification in User Interface and Visual

📖 Educational Platform - DesignBoost

📅 2021

Certification in Design System

📖 Educational Platform - DesignOp School

📅 2021

Specialization in UX Design

📖 Mergo

📅 2017

Bachelor in Industrial Design

📖 Universidade Mackenzie

📅 2013 - 2016