

Jessica Fortunato

SENIOR PRODUCT DESIGNER

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Based in Pittsburgh, PA

EXPERIENCE

Senior UX/UI Designer – Carnegie Mellon University OLI

July 2025 - Present

- **Lead end-to-end product design** for Torus, Carnegie Mellon's learning platform serving **5,000+ learners**, shipping **10+ product initiatives** across learner, instructor, and course-author experiences from discovery through implementation.
- **Own design for AI-powered learning experiences**, defining how authors configure AI interactions, students engage with an AI assistant, and instructors receive AI-generated recommendations; **established the product's human-AI interaction framework and conducted** prompt testing to refine system behavior.
- **Managed 8 UX interns** through design critique, research planning, and product decision-making while facilitating cross-functional collaboration across design, product, and engineering.

UX/UI Designer – Carnegie Mellon University OLI

Jan 2024 - July 2025

- **Partnered with product and engineering leads** to shape product direction and roadmap priorities, balancing user needs, learning goals, technical constraints, and organizational strategy.
- **Shaped Torus's evolving design language** by creating reusable interaction patterns and design-system guidance that improve consistency, accessibility, and usability across the product.

UX Designer – NASA Ames Research Center

Jan 2023 - Aug 2023

- **Designed decision support software** for NASA Mission Control, resulting in an **18% increase in personal confidence** and a **26% reduction in negative work-related emotions** among operators.
- **Conducted mixed-method research** (interviews, surveys, task analysis) with **20+ NASA experts** to map user flows, define pain points, and guide co-design workshops.
- Translated research insights into **actionable design solutions** and interactive prototypes.

EDUCATION

Master of Human-Computer Interaction

Carnegie Mellon University

Aug 2022 - Aug 2023

Bachelor of Arts in Digital Media Arts, Public Relations and Advertising

Duquesne University

Aug 2018 - May 2022

SKILLS

Design:

Product Design, Visual/UI Design, Human-AI Interaction, Interaction Design, Responsive Design, Design Systems, Accessibility Standards (WCAG), High-Fidelity Prototyping

Research:

Usability Testing, Affinity Mapping, Information Architecture, Journey Mapping, A/B Testing, Competitive Analysis

Collaboration & Strategy:

Agile Methodology, Project Management, cross-functional collaboration, rapid iteration

TOOLS

Figma, Cursor, Codex, Qualtrics, Adobe CC, Jira, Notion, HTML/CSS

CERTIFICATES & AWARDS

UX of AI: Designing for AI-Powered Experiences

UXDX May 2025

UX Foundations: Accessibility

LinkedIn. Nov 2024

"Best Prototype"

Duquesne Tech Ethics Make-A-Thon
May 2022