

LUIS MATTIOLI

Product Designer & UX Designer

Palm Harbor, FL · Remote preferred
Open to relocate
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PROFESSIONAL SUMMARY

Product & UX Designer with 4+ years designing guest-facing and crew-facing digital experiences for Carnival Cruise Line. Focused on mobile products, service workflows, operations, maps, design systems, and hospitality technology.

PROFESSIONAL EXPERIENCE

Carnival Cruise Line - Miami, FL (Remote) | April 2022 - Present

UX / UI Designer

Designed guest- and crew-facing digital experiences for Carnival's HUB App and related onboard tools, partnering with product, engineering, QA, and operations teams.

- Designed and launched onboard Chat, including paid access, party/member flows, conversation states, and guest communication edge cases.
- Designed Mobile Order experiences in the HUB App, supporting browsing, cart, checkout, delivery/pickup modes, order tracking, and order history.
- Designed Order HUB, a separate web-responsive app for crew order fulfillment, queues, identity verification, out-of-stock handling, and manager controls.
- Contributed reusable components, interaction patterns, and visual standards to the HUB App design system.
- Created prototypes, Lottie animations, and UI assets to improve usability, feedback, and product polish.
- Led ship maps UI and cartography redesign work, improving POIs, categories, search, and scalable wayfinding patterns.

Freelance - Venezuela & U.S. (Remote) | November 2014 - April 2022

Graphic Designer - Illustrator

Worked with diverse small business clients and delivered a wide range of graphic solutions.

- Delivered 1,000+ illustrations, brand assets, marketing visuals, and motion graphics for global clients.

Edds Games - Vigo, Spain (Remote) | June 2013 - June 2014

Graphic Designer - Illustrator

Designed graphic elements for a company based in Spain, dedicated to developing games for iOS.

- Created 100+ game asset illustrations and designed the base UI.

PLAY MARKET, Caracas, Venezuela | May 2010 - May 2011

Graphic Designer Assistant

Assistant in a printing company that offered graphic services to businesses.

- Designed branding for SMB clients—logos, brochures, and business cards.

EDUCATION

University of Miami, UI/UX Design Professional Certificate

Miami, FL; SEPTEMBER 2021 - APRIL 2022

Instituto Creativo Digital, Web Design Diploma

Caracas, Venezuela; MARCH 2016 - NOVEMBER 2016

Universidad José María Vargas, B.A. in Graphic Design

Caracas, Venezuela; JUNE 2010 - JUNE 2015

TECHNICAL SKILLS

Figma
FigJam
Adobe Illustrator
Adobe Photoshop
Adobe After Effects
Adobe InDesign
HTML
CSS
AI-assisted workflows

EXPERTISE

User interviews
Usability Testing
A/B Testing
UX accessibility
Affinity Mapping
Journey Mapping
Insight Gathering
Wireframing
Prototyping
UX Flows
Storyboarding
Cartography/Mapping

LANGUAGES

Spanish native
English fluent