Toney Mauzy

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Senior UX/UI Design & Development Leader

Summary
Senior design leader with 19+ years driving consumer UX and UI across web and mobile platforms, including lending products, customer service tools, call-center systems, and high-traffic consumer experiences. Known for blending UX strategy, hands-on product design, and front-end fluency to deliver intuitive, accessible digital journeys that simplify complex workflows—particularly in financial and communications environments. Experienced leading and mentoring distributed design teams, partnering with Product and Engineering on roadmap and vision, and building scalable design systems that align user needs, business goals, and regulatory constraints.

Skills & Core Competencies

Consumer Experience & Product Strategy
Consumer UX for financial and communication products • Core account and onboarding journeys • Lending and repayment flows • Customer service and support tools • Experience strategy • Product roadmap collaboration with Product & Engineering • Competitive analysis & market awareness

Design Leadership & Mentorship
Design leadership • Multi-product design oversight • Coaching and career development • Design reviews & critique • Stakeholder alignment • Presenting to senior and executive stakeholders • Cross-functional communication with Product, Engineering, Marketing, and Operations

UX/Product Design & Research
User journey mapping • Personas • Wireframes • Storyboards • User flows & process flows • Interactive prototyping • Usability testing • A/B testing • Accessibility (WCAG) • Quantitative & qualitative user feedback • Experience optimization through continuous discovery

Design Ops, Systems & Process
Design systems • Component libraries • Design guidelines & standards • Pattern libraries • Design documentation • Agile/Scrum • Collaboration with distributed teams across time zones

Tools & Technologies
Figma, Sketch, Adobe Creative Cloud, InVision, Storybook, Axure, UXPin • HTML5, CSS3, SASS, JavaScript, TypeScript • React, Vue.js, React Native • PHP, Drupal, Laravel, SQL • Jira, Slack, Agile tools

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Professional Experience

Esotech – Remote
Creative Design & Dev Officer | April 2024 – Oct. 2026

- Lead consumer and business UX strategy and visual direction for web and mobile applications, ensuring cohesive,

end-to-end digital journeys across product lines.

- Partner with product owners, engineering, and business stakeholders to define experience goals, shape product vision, and translate strategies into clear user stories and design deliverables.
- Mentor designers and front-end developers across projects, providing coaching, feedback, and structured critique to support career growth and raise the overall quality of design execution.
- Establish and uphold shared design standards, reusable components, and review rituals that drive consistency and efficiency across the product ecosystem.
- Deliver responsive, high-performance solutions using modern front-end frameworks (React Native, Vue.js, HTML5, CSS3, SASS, JavaScript, PHP) while advocating for accessible, inclusive design.
- **Key Project:** Led UX and UI enhancements to **tldcrm.com**, improving information architecture and workflows for internal users and customers, and laying the groundwork for a scalable design system that supports future consumer and admin experiences.

Turner Broadcasting / AT&T – Atlanta, GA (On-Site/Remote)
Senior Front-End Developer (UX/UI) | Nov 2017 – April 2024

- Designed and implemented mobile-first UI/UX for **NCAA March Madness Live** desktop and mobile web apps, supporting millions of sports fans and ensuring intuitive, high-performing consumer journeys from discovery to live viewing.
- Collaborated closely with product managers, designers, and engineers to define interaction patterns, refine user flows, and align visual design with product strategy across multiple platforms.
- Improved the internal CMS used by content teams, streamlining content workflows, clarifying information hierarchy, and enhancing usability for editors and producers to better support consumer-facing experiences.
- Participated in UX reviews, design critiques, and feedback cycles with internal stakeholders, presenting and defending design decisions while iterating on layouts and interaction patterns.
- Contributed to component libraries and UI patterns that increased visual and interaction consistency between internal tools and consumer-facing products.
- **Project Launched:** www.ncaa.com/march-madness-live/watch

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Intelepeer Cloud Communications – Plantation, FL (On-Site/Remote)
UI/UX Developer & Designer | Aug 2016 – Nov 2018

- Led end-to-end UX redesign of a **legacy call-center system** into a modern HTML5/PHP web application used by customer support agents and supervisors, improving both efficiency and clarity in service workflows.
- Conducted user interviews, task analysis, and usability testing to understand customer service journeys, agent pain points, and error-prone tasks, informing design priorities.

- Created user journey maps, personas, wireframes, and interactive prototypes to communicate design and interaction concepts to stakeholders and engineering teams.

- Partnered with product owners to prioritize UX improvements and integrate them into the product roadmap, reducing user errors and improving call-handling efficiency.

- Collaborated in an agile environment to ensure design remained integrated across the product development lifecycle and aligned with evolving business requirements.

Circleback Lending – Boca Raton, FL (On-Site/Remote)
UI Specialist | Nov 2015 – July 2016

- Designed prototypes and mobile-ready mockups for **consumer lending platform** enhancements across web and mobile, supporting borrower onboarding, account management, and repayment flows.
- Collaborated cross-functionally with product, engineering, and marketing to ensure that user journeys—across loan application, approval, and servicing—were clear, trustworthy, and on-brand.
- Contributed to interaction models and visual patterns that improved clarity, reduced friction in financial workflows, and aligned with regulatory and compliance constraints.

Penguin Random House – New York, NY (Remote)
Developer | July 2015 – Oct 2015

- Built responsive web experiences for national campaigns and book promotions, optimizing layouts and front-end performance for mobile engagement and discovery.
- Implemented UX and UI refinements based on campaign goals, analytics insights, and stakeholder feedback.
  Projects Launched: readproudlistenproud.com, fodors.com/trip-ideas/national-parks

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Earlier Experience
Developer, Creative Director, and Marketing Manager roles for agencies and entertainment brands, specializing in mobile UI design, responsive websites, and creative branding. Work included leading small teams, collaborating with clients, and delivering end-to-end digital campaigns and experiences.

Education

Brook College, Long Beach
Associate's Degree in Multimedia Design | June 2005 – Jan 2007
Coursework in Graphic Design, Web Design, Animation, and Video.

University of Cincinnati
General Studies Coursework | Sept 2000 – Jan 2002

Reference

Reference contacts available upon request
Portfolio Site: https://TMauzy.tech