Zachary Guerrero

Design Engineer / UX Engineer

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Design Engineer and UX Engineer with 10+ years across enterprise SaaS, insurance, and membership platforms. I work where product design and implementation overlap: framing workflows, designing interactions, building interfaces, and staying involved through launch. At Member Splash, I have shipped payment capabilities, redesigned member check-in, and improved the developer environment while working with Customer Success, support, and engineering. I work in React, Vue, Next.js, Python, and PHP. I ship with an AI-orchestrated development workflow: an orchestrator directing specialized subagents, with human review gates at every stage.

Work Experience

Member Splash

Ladera Ranch, CA
05/2025 - Present

Senior Product Engineer

- Shipped Splash Cards, a prepaid digital stored-value system available across 499 clubs. In 2026, 72 clubs used it, serving roughly 4,979 card participants and supporting approximately $76,000 in card loads. Owned product and implementation delivery: scoped the work, designed and built the feature, integrated payments, documented it, and trained staff.
- Redesigned the member check-in experience, simplifying primary-member, guest, and credit-purchase paths. Internal timing reduced the workflow from 30+ seconds to under 10 seconds; shipped with staff and club-admin documentation.
- Built a shareable, cross-platform Docker development environment that replaced an unreliable Lando setup. After environment configuration, setup normally takes minutes and slower cases remain under an hour.
- Identified and remediated a sensitive-data exposure in an API response by rewriting the handler so the data was no longer returned.
- Function as the engineering team's unofficial technical lead: onboard new developers, perform code review, and provide technical guidance. The team has grown from two developers plus the CEO to four developers.

Skills

Product Strategy
Product Design & UX
Design Systems
User Research & Testing
Information Architecture
Prototyping
Product Analytics
Accessibility (WCAG)
Full-Stack Development (React, Next.js, TypeScript, Vue, Python, PHP)
System Architecture & Design
API Design & Integration
Database Design (PostgreSQL, MySQL)
DevOps & Cloud Infrastructure (Docker, Vercel, Cloudflare, AWS)
CI/CD & Deployment Pipelines
End to End Product Ownership
Agentic AI Development (Claude Code, orchestrator + specialized subagent workflows, Vercel AI Gateway model routing)

Education

Associates of Applied Science in Information Technology

ITT Technical Institute
Henderson, NV

Beetle & Frog Design

Riverside, CA
10/2018 - Present

UX Consultant (part-time)

- Designed and shipped strategy-first websites for local service businesses, spanning brand, information architecture, conversion copy, development, and deployment.
- Built and shipped booking systems and automation flows for service providers. Intake forms, payment collection, reminder sequences, and lead routing.
- Designed and built Lift, the hosting and security infrastructure serving all B&F client sites. Audited and remediated vulnerabilities across 20+ properties.
- Serve approximately 10 ongoing clients as a solo consultancy.
- Designed and built hemettowing.com using an AI-orchestrated workflow (orchestrator directing specialized subagents with human review gates); the site ranks on page 1 for 'emergency towing hemet' (September 2026).

Pacific Life Insurance Company

Newport Beach, CA
11/2022 - 10/2024

User Experience Designer II

- Led UX research for policyholder, agent, and internal tools. Ran interviews and usability tests that shaped what the product team built next.
- Designed enterprise portals and internal tools for claims and underwriting. Built design system components that other teams adopted.
- Worked with product, engineering, and business analysts to ship accessible experiences while navigating technical and regulatory constraints.

Aeries Software

Orange, CA
07/2019 - 07/2021

Product Designer

- Designed parent and community portals for a K-12 student information system. Made it easier for families to find grades, attendance, and student info.
- Worked with marketing and product to keep designs consistent across public and logged-in experiences. Built reusable components.

Multimedia LLC

Laguna Hills, CA
04/2018 - 07/2019

UX/UI Designer

- Redesigned the payment and add-ons purchase flow to reduce checkout drop-off.
- Streamlined the content upload-to-broadcast workflow for content creators, improving discoverability of advanced features.

ProBoards

2016 - 2018

Lead UX Designer

- Led the redesign of ProBoards V2, code-named Phoenix, taking the product from early wireframes through production-ready design.
- Led design sprints and defined the product architecture, aligning product direction and interaction design with the needs of the development team.
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Designed the Phoenix experience in Figma and partnered with developers to build the component systems and frontend architecture required to bring the product to life.