Jalen Banks
UX Researcher/Designer

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Resourceful and adaptable project leader with a background in UX research, interaction design, and product ownership. Proven ability to manage cross-functional teams, coordinate timelines, deliverables, and stakeholder expectations. Skilled in leading digital and real-world projects from initiation through launch using Agile, Lean, and iterative methodologies.

Areas of Expertise

Project Management: Agile/Scrum, Timeline Coordination, Resource Planning, Stakeholder Communication, CI/CD Process Oversight, Risk Management

Product Development: Roadmapping, Requirements Gathering, MVP Development, Feature Prioritization, Iterative Optimization

UX/UI Design: Wireframing, Usability Testing, User-Centered Design, Interaction Design, Accessibility Standard**,** Competitive Analysis, Persona Creation, User Testing, Data-Driven Insights

Professional Experience

City university of New York | IT help desk technician | CUNY   August 2024 -Present
- Provided Tier 1–2 technical support for students, faculty, and staff across hardware, network, and software systems
- Managed ticketing system and collaborated with sysadmins to resolve issues within SLA deadlines
- Supported internal projects, including lab maintenance, software deployment, and system upgrades
- Strengthened professional communication through direct client support and cross-department coordination

QCC connect app | Research Lead | CUNY affiliated mobile app   August 2024 - Present
- Planned and executed a campus-wide research initiative involving surveys, interviews, and usability testing
- Collaborated with developers to integrate feedback into the product pipeline, improving user experience for over 1,000 students
- Led final reporting and presented findings to stakeholders to guide future feature prioritization
- Built out database using snowflake SQL for student schedules

BRC | **Product Owner** | Inclusive social media mobile application   June 2023 - January 2024
- Led the end-to-end planning and execution of a mobile app project, overseeing feature rollout and task delegation across design and development teams
- Translated user needs into clear product specs and roadmaps; introduced iterative design improvements based on real user feedback
- Coordinated design-to-dev handoffs using FlutterFlow, ensuring technical feasibility and timeline adherence

"a foot in the door" | UX Research Lead & Design Lead | Next Generation Job Board Platform   May 2023 - October 2023
- Oversaw user research, stakeholder alignment, and prototype testing for a career-focused platform
- Managed timelines, sprint cycles, and team check-ins to ensure delivery aligned with strategic goals
- Drove retention improvements through onboarding redesign and data-informed UX enhancements

Education

UX Design Immersive certificate at General Assembly |
- Full-time immersive program in UX/UI design consisting of 500+ hours of study, practice, professional training, and mentorship.
- Executed end-to-end UX/UI design processes for six projects, integrating growth-oriented strategies from user research to UI design
- Specialized in iterative development, ensuring designs aligned with Agile/Lean methodologies for rapid and effective enhancements
- Collaborated remotely with cross-functional teams, emphasizing stakeholder presentations to communicate design decisions and growth strategies

Associates degree in information technology at Queensborough community |
- Developed strong technical skills in networking, cybersecurity, cloud computing, and web development, preparing for both infrastructure and application-side IT roles.
- Gained hands-on experience with system administration, database management, and version control tools, applying best practices for building, securing, and maintaining IT environments.
- Applied problem-solving and critical thinking to real-world IT scenarios, including troubleshooting hardware, configuring software systems, and optimizing network performance
- Strengthened professional communication, project management, and teamwork abilities through collaborative projects and industry-aligned coursework.