TYLER MATHES
DIGITAL DESIGN

12576 Blue Eagle Way, Jacksonville, FL 32225
tgmathes@gmail.com | 904.235.9902 | tylerm.us

EXPERTISE

- Design Systems
- Design Tokens
- Vibe Coding
- LLM Prompting
- UX/UI Design
- Visual Design
- Accessibility
- HTML/CSS/React
- Rapid Prototyping
- User Research
- Data Visualization

SOFTWARE

- Figma
- Sketch
- ChatGPT
- Cursor
- Git
- Zeroheight
- VS Code
- Style Dictionary
- Jira/Confluence
- Adobe Creative Suite

EDUCATION

University of North Florida
Jacksonville, Florida

Bachelor of Fine Arts
Graphic Design & Digital Media
April 2017

DESIGN EXPERIENCE

J.P. Morgan Chase – User Experience Design Lead, VP
Oct 2022 – Present

- Built 100+ Figma components with 1M+ weekly inserts, streamlining enterprise workflows
- Managed multi-theme Figma libraries, ensuring consistency for 1,000+ designers
- Improved Design System CSAT from 42 to 79 by enhancing component quality, documentation, and support processes
- Launched a Shared Library initiative that boosted collaboration, reuse, and alignment
- Established a standardized process for teams to create new libraries leveraging the Manhattan Design System, accelerating adoption and reducing duplication
- Led usability research sessions to validate and strengthen component designs, ensuring high-quality, user-tested system assets

Florida Blue – Lead UX/UI Designer | Technical Lead
Jul 2017 – Oct 2021

- Reduced the call center Average Handle Time by 60+ seconds per call and increased the NPS score by 20 points, saving 1M+ dollars per year
- Built and standardized the UX research and design process for a seven-designer team, leveraging focus groups, live phone calls, and scalable design systems
- Designed and authored the internal design system used by over 40 teams
- Redesigned the Customer Service framework used by over 3,000 employees, retiring 12 legacy applications into a single CMS
- Engineered a scalable workflow platform and API architecture, directing an 8-developer team to deliver under an accelerated timeline in a scaled agile environment

Vizergy – Web Designer
Apr 2017 – Jul 2017

- Planned site layouts and user flows through visually clear wireframes and journey maps
- Created pixel perfect interactive and responsive prototypes that captured client vision
- Built visually consistent, responsive websites using HTML, CSS and JavaScript
- Presented style guides, visual rationale and interactive prototypes to stakeholders
- Designed visually cohesive travel and lodging sites for global brands including Hard Rock Hotel, Ramada, Best Western and Wyndham

MILITARY EXPERIENCE

United States Navy – 2nd Class Petty Officer   Feb 2002 – Feb 2007

Professional samples of my design work can be found online at:

WWW.TYLERM.US