JASON JAMES

PRODUCT, USER EXPERIENCE, & CONVERSATION DESIGN

SOUTH FLORIDA, USA

CONTACT

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PORTFOLIO

https://jasonmjam.es

SKILLS

Conversation Design

User Interface Design

Design Systems

Information Architecture

User & Market Research

Business Analysis

Design Sprints

Systems Thinking

Agile

TOOLS

Figma, Sketch, Framer, Adobe XD, Justinmind

Botsociety (Certified), IBM Watson Assistant

Git, Visual Studio Code, Browser Dev Tools, Github

JIRA, Confluence

Microsoft Office Suite

EXPERIENCE

SANTANDER
2021-present

Senior User Experience Designer (Contract) - Remote

○ Conversation Design: leading design of the Virtual Assistant for the US UX team UX/UI Design: designated designer for the self-help value stream, supporting two development squads with research, strategy, UX and UI design.

Projects:
○ Virtual Assistant: research, conversation design maintenance, improvements and additions
○ Virtual Assistant: Entry point UI design for mobile
○ Report Your Card Lost or Stolen: UX/UI design for web
○ Dispute Tracking: research and UX/UI design for web and mobile

SAFRAPAY
2020-2021

AVP, Customer Service Operations - Miami, FL & Remote

○ Service designer in a fintech startup wearing multiple hats, living between operations, design & development.

○ Chatbot Product Owner, Technical Curator & Designer
○ E-mail Communication Service Designer & Developer
○ Customer service workflow and procedure development
○ Integration Project manager (Quantum Metric)
○ From March to June 2020, I was an accessibility consultant on the design team.

CROSSTEAM
2019-2020

Product Designer & Manager - Miami, FL

○ User research, design system component creation, QA and project management for new presentation layer in React for Fortune 500 financial institution global trading platform.
○ Information architecture, API documentation, visual design and project management for a shipping transportation startup.

THINKRITE
2018-2019

User Experience Designer - Fort Lauderdale, FL

○ Created design system UI components in Adobe XD after transitioning from Sketch
○ Created interactive prototypes with data variables in Justinmind
○ Advocated for a user-centered design process with C-suite executive and collaborated with ux strategist, user researcher, product manager, iOS/Android dev teams and QA.

E.E. REED CONSTRUCTION
2013-2017

Assistant Project Manager & Business Development - Herndon, VA

○ Award-winning commercial construction. Collaborated from blueprint to hammer with design, engineering and the trades to solve issues while managing client needs, project timelines, regulations and budget. Led project status meetings of up to 25 people.
○ Estimation, bidding, & contracts.
○ Created content in Adobe InDesign and Wordpress & represented firm at events.

AT4 WIRELESS
2011-2013

Sales Associate - Herndon, VA

○ Shared customer insights with wireless engineering teams in Taiwan, Spain and the US.
○ Salesforce Administrator

EDUCATION

IRONHACK
2017-2017

UX/UI Design Bootcamp (400+ hours) - Miami, FL

○ Cohort Hackshow Awards: Overall Hackshow Judge Favorite; Outstanding UX Strategy; Outstanding Business Analysis; Outstanding Problem-Solving Skills; Outstanding Presentations Skills, Runner Up; Outsanding User Research, Runner Up

EASTERN MENNONITE UNIVERSITY
2015-2017

Master of Business Administration, Sustainability - collaborativemba.org

○ Organizational Behavior, Systems Thinking, Data Analysis, Marketing, Accounting, Finance, Economics, Leadership and Sustainability.
○ International Residence in Costa Rica observing sustainable coffee cooperative

UNIVERISTY OF VIRGINIA
2006-2011

Bachelor of Arts, History - Charlottesville, VA