HTTP://

JASONMJAM
(DOT)
ES

"
'jā-sᵊn
'em
'jāmz
"

@ jason@jasonmjam.es
☎ +1.571.306.0189
in /in/jas0nmjames

Jason James is a human-centered and systems-oriented designer of conversations (CxD), user experiences (UX) and services (SD).

EXPERIENCE

Sr. User Experience and Conversation Designer

- Guiding design and development of 'Sandi' towards conversation design and accessibility best practices.
- Collaborating with Spain-based VA Lab on copy & flows
- Advocating for customers with strategic research, call listening and user input (utterance) data analysis
- Led UX design for the self-service value stream
- Created Low Tech/High Value opportunities & UX Debt
- Created design-system components
- Mentored Jr. UX designers and built relationships with product managers, developers & global teammates

Santander Bank, N.A.
Feb 2022 - Present
Miami, FL (Hybrid)
(Full-time)

Santander Bank, N.A.
Aug 2021 - Jan 2022
Remote
(Contract)

AVP, Customer Service Operations

- Creative technologist in a fintech startup
- Chatbot designer, Product Owner & Technical Curator
- E-mail Communications copywriting & coding (html & css)
- Customer service workflow and procedure development

Safrapay
Mar 2020 - Jul 2021
Aventura, FL
(Hybrid)

Product Designer & Manager

- Product design for small, cross-functional design & dev team.
- Redesigned presentation layer for a Fortune 500 financial institution's global trading platform. Delivered design system w/ tokenized, component-based design & dev architecture.
- Designed transportation startup's shipping platform.
- Visual accessibility audit of Safrapay's design system.

Cross.Team
May 2019 - Jun 2020
Miami /
Fort Lauderdale, FL

User Experience Designer

- Rebuilt design system visual layer from Sketch to Adobe XD.
- Created fully interactive prototypes with Justinmind

Thinkrite
Feb 2018 - May 2019
Fort Lauderdale, FL

Assistant Project Manager

- Commercial Construction project management. Award-winning projects include GMU Potomac Science Center and AOL Steve Case Center Renovation

E.E. Reed Construction
Feb 2013 - Oct 2017
Herndon, VA

EDUCATION

UX / UI Design Bootcamp

Overall Hackshow Judge Favorite

Ironhack
Oct 2017 - Dec 2017
Miami, FL

Master of Business Administration

Leadership, Data Analysis, Ethics, Organizational Behavior, Managerial Finance & Accounting, Sustainable Organizations, Marketing, Managerial Economics, Sustainable Business Models, Economics of Sustainability, Applied Business Sustainability

Eastern Mennonite University
Aug 2015 - May 2017
Remote & Costa Rica

Bachelor of Arts, History

Learned to read, write and reason.

University of Virginia
Aug 2006 - May 2011
Charlottesville, VA