

Jax Engel • Staff Product Designer

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10+ years of experience creating scalable, accessible tools for enterprise teams. I specialize in design systems, cross-functional collaboration, and simplifying complex workflows. Currently leading internal system adoption and AI tooling at ServiceNow.

Seeking Staff Product Designer, Senior Product Designer, IC4/ IC5, or similar. Additional experience available.

Experience

Staff Product Designer

ServiceNow • Remote • Feb 2024 – Present

- Designed and documented a component library that cut design time by 60% and reached 90% adoption across teams.
- Applied deep accessibility expertise, collaborating with consultants and guiding designers on accessible patterns and workflows.
- Directed design for an AI-powered internal research tool that reduced manual synthesis and accelerated team access to qualitative insights.

Senior Product Designer

Albertsons • Remote • Jun 2023 – Sep 2023

- Shaped the design system for a merchandising platform impacting 5,000+ stores, delivering reusable components and documentation that improved consistency.
- Collaborated with 20+ product teams to align on system usage and accelerate implementation across enterprise tools.

Senior Product Designer

ActBlue • Remote • Mar 2022 – May 2023

- Reduced support overhead by \$1.5M annually by designing reporting tools and third-party integrations for the entity admin platform.
- Owned the design system and led accessibility efforts, improving consistency and inclusive design across product teams.

Senior Product Designer

Routable • Remote • Nov 2021 – Mar 2022

- Designed B2B invoicing tools for financial power users, streamlining bulk workflows and reducing task time through batch actions and invoice grouping.
- Conducted user interviews with small business clients and used insights to simplify key flows, improving usability and reducing support tickets.

Senior Product Designer

FireHydrant • Remote • Nov 2020 – Nov 2021

- Designed core features and workflows for a B2B incident response platform used by enterprise engineering teams at companies like Peloton, Spotify, and Snapchat.
- Built the in-house design system to unify product experiences and speed up design and engineering delivery across teams.

UX Designer

Indeed • Remote • Feb 2020 – Oct 2020

- Designed and documented a global atomic design system adopted across B2B and B2C products for web and mobile.
- Collaborated with product and engineering to embed accessibility, responsiveness, and localization into scalable UI patterns used by over 100 designers.

Senior UX Engineer (Product Designer / Front-End)

Visa • Austin, TX • Nov 2015 – Feb 2020

- Designed and scaled an atomic design system used across enterprise SaaS tools for fraud, search, and analytics. Reduced development time by 40% and improved consistency across teams.
- Built and maintained front-end component libraries, partnering with engineers to ship accessible UI at scale and help retain a \$50M enterprise contract.
- Led usability testing and cross-functional workshops that improved alignment across global teams and contributed to a 20% decrease in fraud case management SLAs.

Skills & Tools

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|----------------------------------|---------------------|
| • Design Systems | • Figma / FigJam |
| • Accessibility | • HTML/CSS |
| • UX/UI Design | • React |
| • Prototyping & Wireframing | • GitHub & Copilot |
| • Design Documentation | • Storybook |
| • Cross-Functional Collaboration | • Jira / Confluence |
| • Product Discovery | • Notion |
| • User Research & Testing | • Miro |
| • Mentorship & Leadership | • Adobe CC |
| • Agile Workflows | • Framer |

Education

The Art Institute of Austin • Bachelor of Fine Arts, Web Design & Interactive Media