Jax Engel • Senior Product Designer

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10+ years of experience designing complex enterprise tools, simplifying workflows, and driving clarity across B2B, fintech, and internal platforms. Known for aligning teams and delivering scalable, accessible UX in high-complexity environments.

Experience

Staff UI/UX Designer

ServiceNow • Remote • Feb 2024 – Present

- Drove ecosystem-wide research access by designing an AI-powered insights tool that streamlined qualitative analysis and increased reuse across teams.
- Advanced inclusive, scalable UX by embedding accessibility into reusable patterns and design documentation, supporting designers across the org.
- Accelerated product delivery by launching a shared component library that cut repetitive UI design by 60%, improving speed and consistency across design.

Senior Product Designer

Albertsons • Remote • Jun 2023 – Sep 2023

- Improved consistency and delivery speed across a merchandising platform serving 5,000+ stores by shaping reusable components and documentation for teams.
- Drove adoption across 20+ teams by aligning on shared patterns and guiding implementation within enterprise tools.

Senior Product Designer

ActBlue • Remote • Mar 2022 – May 2023

- Redesigned core admin and integration flows, simplifying reporting workflows and setup while reducing confusion. Helped cut support costs by $1.5M annually.
- Partnered closely with engineers to scope complex integration logic and ensure robust error handling and sync visibility across third-party systems.
- Improved product usability and inclusion by leading accessibility efforts and documenting inclusive patterns adopted across multiple product teams.

Senior Product Designer

Routable • Remote • Nov 2021 – Mar 2022

- Streamlined bulk invoicing workflows for financial power users by introducing batch actions and grouping features that reduced task time and increased efficiency.
- Reduced support volume by improving key flows based on user interviews with small business clients, addressing usability gaps in core invoicing tasks.

Senior Product Designer

FireHydrant • Remote • Nov 2020 – Nov 2021

- Designed critical workflows for an incident response platform used by engineering teams at companies like Peloton, Spotify, and Snapchat.
- Increased incident response efficiency by designing key workflows for role assignment, communication handoff, and postmortem documentation across engineering teams.

UX Designer

Indeed • Remote • Feb 2020 – Oct 2020

- Enabled consistent UX at scale by designing shared UI patterns adopted across B2B and B2C products on web and mobile.
- Improved accessibility, localization, and responsiveness by partnering with product and engineering to embed inclusive practices into design assets used by over 100 designers.

Senior UX Engineer (Product Designer / Front-End)

Visa • Austin, TX • Nov 2015 – Feb 2020

- Redesigned fraud investigation tools for enterprise clients, improving usability and flow efficiency across global teams. Led usability testing and alignment workshops that contributed to a 20% reduction in case resolution SLAs.
- Designed transaction reporting and tokenization workflows for e-commerce and omni-channel merchants, balancing regulatory needs with streamlined UX in complex fintech environments.
- Helped retain a $50M enterprise contract by partnering with engineers to deliver accessible, performant UI for search and investigation tools used across teams.

Skills & Tools

Product & UX Strategy

- Complex Workflow Design
- Cross-Functional Collaboration
- Product Discovery
- Systems Thinking
- Accessibility & Inclusive Design
- Enterprise UX
- User Research & Testing
- Designing with AI Tools

Design Practice & Ops

- Design Systems
- Prototyping & Wireframing
- Documentation
- Mentorship & Team Leadership
- Agile & Iterative Delivery
- AI-Augmented Design Workflows

Tools & Tech Collaboration

- Figma / FigJam
- HTML / CSS / React
- Storybook
- GitHub & Copilot
- Jira / Confluence
- Notion / Miro
- Framer
- Adobe CC

Education

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