

Jax Engel

Staff Product Designer

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Product designer with 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 system adoption and AI tooling initiatives at ServiceNow.

Experience

Staff Product Designer

ServiceNow | Remote | Feb 2024 – Present

- Led design and documentation for an internal component library, then guided teams through a smooth transition to ServiceNow's customer-facing design system.
- 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 used across 5,000+ stores, delivering reusable components and documentation that improved design 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 features like 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

Visa | Austin, TX | Nov 2015 – Feb 2020

- Designed and developed an atomic design system for enterprise SaaS tools used in fraud management, transaction search, and analytics.
- Managed front-end component libraries, reviewed code, and collaborated with engineering teams to deliver scalable, accessible interfaces.
- Led usability testing and cross-functional workshops to align global product teams around consistent UX standards.

Education

The Art Institute of Austin

Bachelor of Fine Arts, Web Design & Interactive Media

Skills & Tools

Design & Collaboration

- Design Systems
- Accessibility
- UX/UI Design
- Prototyping & Wireframing
- Design Documentation
- Cross-Functional Collaboration
- Product Discovery
- User Research & Testing
- Mentorship & Leadership
- Agile Workflows
- Communication & Problem Solving

Tools & Technologies

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