Jeremy Parker

703-537-6947   jeremyparkerjeremyparker@gmail.com   Sherman Oaks, CA, USA (PST)

User Experience expert through design, development, and leadership with over 19 years of professional experience working with some of the world's biggest companies and exciting startups. Proficient in identifying user needs and using a keen eye to create designs and lead teams through building innovative solutions for a forward-thinking user experience.

Top Skills and Software

- UI/UX design, Concept, Creative, Graphics, Research, Human-centered interaction methodologies
- Wireframes, Journey/Experience/Opportunity Mapping, Workflows, Prototypes, Usability Testing
- Figma, Adobe CC Suite, Sketch, Miro, Zeplin, Balsamiq, Maze
- HTML, CSS, JavaScript (Vue, React, Angular), JSON, Python
- Visual Studio Code, PyCharm, Git, Node, NPM, FTP, Sourcetree
- REST API development, Javascript components, Responsive Design
- B2B, B2C, Best Practices, Accessibility (Section 508, WCAG 2.0 Level AA)
- Design frameworks, SDLC, Technical Requirements

Work History

Bobrick Washroom Equipment   UX Engineer, Team Lead (Contract)   Nov 2023 – July 2024

- Lead the design of intuitive graphical interfaces for web and mobile platforms, enhancing the user experience across all touchpoints.
- Develop and maintain design systems and guidelines to ensure consistency and scalability in business software products.
- Create wireframes, mockups, and interactive prototypes to effectively visualize and communicate design concepts.
- Conduct user research, usability testing, and analyze user feedback to iterate on designs and make data-driven improvements.
- Collaborate closely with cross-functional teams, including product management, front-end, and back-end developers.
- Mentor and coach UI/UX designers, providing constructive feedback, guidance on best practices, and fostering a culture of continuous learning and growth within the design team.
- Currently updating my website, but here is an early prototype for this project: https://smi-nine.vercel.app/
- Also, here is a link to a Zeplin view with the workflow process and design updates, Zeplin page: https://scene.zeplin.io/project/668ebe5f9a37853ade7f4c2f
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Fluence Energy   Senior UI/UX Designer, Product Owner   Feb 2022 - Sept 2023

- Led the team by completing MVPs and Prototypes ahead of deadline and opened a 6-month buffer between development and design.
- Developed storyboards, wireframes, prototypes, interaction designs, interactive prototypes, and workflow journey boards.
- Collaborated with the development team on front-end JS development to effectively communicate design ideas and concepts.
- Cooperated with PMs, Commissioners, and VPs to define KPI's and prove cost performance through usability testing and analytics.
- Started a monthly design review to speak with customers and engineers directly for additional UI support and feedback response.
- Mentored design staff on understanding the product and building out designs using strong principles and design methodologies.
- Worked closely with QA to drive A/B testing, experience metrics, and to finalize prototypes.
- Presented to stakeholders a high-level overview of product design rationale, direction, and release details.
- Pushed the team to exercise that creative muscle and to be confident in their work when giving a description or clarification.

Informer Systems   Senior UX Engineer   Sept 2019 - Jan 2022

- Designed and launched a cloud-based SaaS web and mobile app for scheduling of police, fire, and administration dailies and training.
- Constructed the blueprints for Vue.js components and REST APIs.
- Worked closely with the development team to prototype front-end updates and to ensure design decisions were understood.
- Instituted Jira and the Agile workflow to our team and then helped the company transition to this project management.
- Identified customer needs through interviews, analytics, and research of competitor products.
- Presented unique ideas and visionary methods that refreshed and upgraded the overall user experience for our clients.
- Managed the development team through soft launch, API build out, front-end dev, and functionality reviews.
- Presented to stakeholders and iterated UX/UI based on feedback.

Marriott Bonvoy Hotels   Web Manager, UX Engineer   June 2014 - Aug 2019

- Created project work plans and managed the team of content creators, developers, and external stakeholders.
- Led the build of 5 product brand sites and a mobile app for the co-sponsorship of the NBA, NCAA, and Olympics Committee.
- Developed dynamic prototypes of future Marriott.com features, functionality, and UX concepts.
- Demonstrated eCommerce/WEM requirements, marketing, and worked with engineering partners to create a better UX in these areas.
- Wrote detailed technical documentation and usage policies for content platforms and systems.
- Constructed Javascript components to showcase design updates and user journeys.
- Designed brand sites that had different customer attraction practices and KPIs verified through testing and metrics.

American Staffing Association   Web Developer, Team Manager   July 2011 – May 2014

- Instituted analytics to scrutinize and identify roadblocks or other problem areas in a mission to improve our NPS score.
- Designed and built out new websites for all 4 of ASA's products. A library's worth of content laid out with inspiring user experience.
- Trained staff to use analytics and how to write comparisons with solutions that improved the user experience.
- Created user testing via A/B and through customer interviews thus expanding ASA's reach in the field.
- Promoted to Product Manager and became team lead for the Development and Design teams.
- Produced marketing content including graphic design and video media for digital marketing, publications, and web content.

Freelance and Contract

- Bobrick Washroom Equipment, Inc. (2023-2024)
- Premier Healthcare Management, Senior UX Engineer (2019-2021)
- Luminous Hotel Management, Web Designer and Developer (2022-2023)
- Carling Technologies, Senior UX Mobile Designer/Developer for Pharma (2020-2023)

Education   Aug 2002 – June 2007

University of Maryland, College Park

- Dual major: B.S. Computer Science, B.S. Psychology
- AAS Audio Engineering and Sound Design
- National Dean's List and President's List for all semesters
- Phi Theta Kappa Honor Society

External Links

Website: jeremy-parker

Portfolio available on website

LinkedIn: https://linkedin.com/in/jeremy-parker-8ab54923/

Answers to Common Questions

- US Citizen
- I live in Sherman Oaks, CA, USA (PST time zone) I have worked on EST during my time at Fluence and Marriott.
- I was backpacking Central and South America for 4 years 2008-2011