STEVEN TRIMBLE

Product Design Leader | Strategy Through Execution | Destroyer of Silos - New York, NY

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PROFILE

Design leader with 15+ years leading high-impact product design across finance, healthcare, and proptech. Skilled at translating vision into measurable outcomes - bridging design strategy, systems thinking, and execution.

I build clarity in complex organizations, unify fragmented ecosystems, and operationalize design as a driver of business performance.

JP MORGAN | VP PRODUCT DESIGN | JANUARY 2023 - CURRENT

Workplace Solutions: Global equity compensation platform serving Fortune 500 clients. (Jan 2025 – Present)

Manage a global team of 13 (U.S., Ireland, India); implemented Agile rituals and delivery cadences that improved cross-regional collaboration.

Led delivery of Equity Gateway V3, improving participant experience and enabling successful rollout for Sony and Walmart.

Personally overhauled Solaris design system, removing redundancies and building documentation that unified global teams - reducing rework and accelerating releases.

Established a governance model aligning Participant and Admin experiences, creating a scalable system for multi-product consistency.

Embedded AI-powered validation for usability testing, and accessibility checks to shorten design-to-delivery cycles and strengthen stakeholder confidence.

Wealth Management: Advisor platforms supporting onboarding, transfers, and account management (Jan 2023 – Feb 2025)

Unified fragmented systems (Money Transfer, Account Maintenance, EZ-Forms) to fix a 40% ACH failure rate, improving first-time success by 53%.

Delivered an automated KYC verification fix in one sprint, reducing incomplete applications by 60% and saving $1.8M annually.

Identified onboarding limitation (single-account entry) and delivered a one-day fix enabling multiple accounts per client - reducing back-office load and NIGO (not in good order) risk.

Introduced Wealth Management's first design sprints, refining "Party Relationship" in global client onboarding completion time by 64%.

Reframed design as a strategic alignment engine, replacing siloed workflows with a repeatable, evidence-based collaboration model.

RESIO / CORESPACES | HEAD OF PRODUCT DESIGN | MARCH 2022 - NOVEMBER 2022

Student housing platform connecting residents, guarantors, and property managers.

Built an outcome-based design practice from the ground up, aligning UX and ROI through measurable metrics.

Uncovered that only 13% of residents paid rent via the app - led launch of a guarantor portal driving total adoption to 90%.

Redesigned IA and key flows, raising daily engagement from 0% to 50% and improving NPS by double.

Defined the first cross-functional product roadmap aligning design decisions with revenue and retention goals

BRIGHT HEALTH GROUP | LEAD DESIGNER | DECEMBER 2020 – MARCH 2022

Consumer-centric healthcare platform.

Led strategy, research, and design to bring the member hub and design system (Nova) in-house, saving $1M annually and increasing delivery speed by 40%.

Shifted business focus from acquisition to retention by uncovering that 80% of members lacked a Primary care provider and 40% avoided care due to stigma or cost.

Designed Bright Rewards, linking incentives to PCP selection and care engagement, supporting value-based efficiency.

Conceived and launched Docsquad, a virtual-care platform that became a profitable standalone business.

Built a scalable, analytics-enabled ecosystem positioning design as a strategic pillar for growth.

USAA | DESIGN DIRECTOR | JANUARY 2015 - DECEMBER 2020

Fortune 100 financial services organization.

Scaled UX operations to support 13M+ members across deposit experiences.

Automated CD servicing flows through service design, reducing risk and saving $2.8M annually through cross-silo collaboration and strategic workshops.

Partnered with Agile leadership to create an adaptive planning cadence linking design to portfolio prioritization which improved cross-silo efficiency by 70% using service design mapping and workflow clarity.

Awarded two patents for innovative experience design solutions

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MENTORSHIP & LEADERSHIP

Founded mentorship program in J.P. Morgan Private Bank Design and USAA, helping designers map growth paths and build leadership confidence.

Actively mentoring designers affected by layoffs (2022–present), many now re-employed in senior roles.

Provide ongoing portfolio and career coaching for early- and mid-career designers

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CORE SKILLS

Design Strategy • Systems Thinking • Service Design • AI-Assisted Research & Validation • Design Ops & Systems Governance • Agile Leadership • Cross-Functional Alignment • Outcome-Centered Design • Executive Stakeholder Facilitation • Vibe coding

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After all is said and done, I intend to help build teams and impactful experiences. Thanks for reading.

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