

## Scaling design impact across products, businesses, and lives.

I'm a UX Designer & Researcher specializing in software products across **Consumer**, **Enterprise**, and **B2B** environments. I've designed products used by **millions of users**, started and grown Product Design & User Research functions and products from the **ground up**, helped scale **mid-size companies**, and managed design teams at **Fortune 25 brands**.

My work has **generated billions** of dollars in revenue, had direct influence on **closing record-setting deals**, won back lost contracts, and been responsible for **double-digit retention growth**.



### Visual Design

25 years



### UX Design

15 years



### Leadership

8 years



### Proj. Mngmt.

8 years

## EXPERIENCE

### UX Director, Marketplace & Services 2024 - Current Xometry

Leading design across Xometry 2-sided marketplace, internal tools, & our Martech & Adtech platform. High focus on design operations & managing design execution across 3 domains (I manage 80% of the Design team).

#### Products Supported

- 2 sided manufacturing services marketplace
- MarTech, Ad & Supplier software
- Internal order fulfillment system
- Internal Design System

### UX Manager, Store Systems 2022 - 2024 Home Depot

Led design & research for enterprise products across all contact center, complex selling, order modification, order pickup, and in-store returns use cases at THD (supporting Do-It-Yourself, Do-It-For-Me, and Pro customers)

#### Products Supported

- VR AI-driven phone system
- Customer facing ChatBot
- Order management & support application for contact center associates
- OrderUp (order management, modification, & complex selling)
- 1Returns (returns)
- OrangePay (payments)

#### Results

- \$205,000,000 sales lift
- 38,200,000 minutes saved
- 768,000 increase in returns-related call resolution by contact center
- Reduce company expenses by \$150M
- Generated \$89M in Net New Revenue (sales enablement experience)
- 3X reduction in lead time needed in scheduling research

## LEADERSHIP PHILOSOPHY

### Enablement rather than enforcement

I enable teams to do their best work, but recognize that the responsibility for doing the work belongs with the team. **Giving autonomy & respecting individual design approaches while requiring accountability is my management philosophy.**

## KEY SKILLS

### Craft Skills

- Design Systems
- Facilitation
- Interaction Design
- Modeling / Mapping
- Product Management
- Prototyping
- User Research
- Visual Design


### Professional Skills

- Attracts Top Talent
- Builds Effective Teams
- Business Insight
- Collaborates
- Develops Talent
- Directs & Delegates Work
- Drives Engagement
- Drives Results
- Ensures Accountability
- Manages Complexity
- Manages Conflict
- Optimizes Work Processes
- Plans & Aligns
- Values Differences

## EDUCATION


### Bachelor of Science in Digital Media

Utah Valley University

 Aug 2007 - Aug 2012

### Coursework in Business Management

Brigham Young University

 Jun 2003 - Apr 2006

## EXPERIENCE

### Sr. UX Manager, Data Science

Target

📅 2020 - 2022

I built & led a team of UX (Product) Designers of multiple levels who were responsible for the design of highly-technical internal data science tools.

#### Products Supported

- Data Movement tool with 3 trillion data transfer events monthly.
- Data Asset catalog of millions of data assets across multiple types.
- Data Visualization & Reporting platform used by employees & vendors.
- A/B, Ramp, & Campaign testing tool used to test & validate billion-dollar design decisions on Target.com and Target app.

#### Results

- 56% reduction in A/B Test creation time.
- Outlined & piloted new hiring standards for UX roles resulting in significant increases in both quality & efficiency of new hires.
- "I noticed a distinct difference in the quality & experience of Data Science products the DAY Jeremy started being involved in the work".
- "Jeremy has brought the DS cross-functional teams together, redefined our working agreements, and helped us align expectations across groups."

### Head of UX & Product Design

Arbiter Sports

📅 2019 - 2020

Led design & user research on multi-year, multi-phase initiative to revamp entire product line used to register, schedule & pay officials for millions of high school / college games. Established user research panel, & made user research a regular part of the design process.

#### Products Supported

- Registration & Eligibility Management platform used by High School & NCAA officials & governing bodies.
- Payment & Game Scheduling platform used to pay officials.
- ArbiterSports Mobile App
- Internal Design System (was responsible for design & implementation)

#### Results

- 50x reduction in # of eligibilities & registrations needed to collect signups from hundreds of thousands of college / high school officials.
- Solidified relationships with 1200+ schools across 11 states.
- Directly enabled the signing of the 2nd biggest deal in company history.

### UX Manager

Omadi

📅 2017 - 2019

At Omadi, I founded and built a UX Design department from the ground up, set up a design system, & established a user research program.

#### Products Supported

- Towing Management & Auto-dispatching Platform
- Mobile App for tow truck drivers to track & update jobs.

#### Results

- 15x reduction in down time (performance)
- 12x reduction in task completion time for tow truck drivers
- 450% increase in user research sessions in 6 months
- 660% increase in stakeholder participation in user research

## RECOMMENDATIONS



### Tom Greever

VP of UX, Product Design, & Research — Xometry  
Author — "Articulating Design Decisions"

Jeremy is an exceptional design leader: thoughtful, grounded, and experienced. He brings strong instincts to everything from hiring and team building to navigating product decisions and stakeholder management. As a manager, he strikes that balance between setting a high bar and creating a supportive, mentoring environment where designers can grow.

Jeremy leads design critiques and reviews with purpose, offering feedback that's helpful and constructive. His approach helps teams elevate their work while building confidence and trust. He has a calm, mature presence that brings stability, and his ability to guide both junior and senior designers through ambiguity is a huge asset. He's also comfortable with ambiguity and welcomes feedback with openness, modeling the kind of mindset that makes teams more resilient and collaborative.

Jeremy also has a good eye for improving design operations, identifying ways to make processes more effective. Whether he's refining a design framework, adapting our tools to better support UX workflows, or standing up processes to improve our design system, he brings structure that supports the whole team.

I've loved having Jeremy on my team. He's the kind of person you hope to work with more than once!



### Claire Mason

Director of User Experience — Home Depot

Jeremy is a rare combination of true industry thought-leader and caring, team-first people leader. Jeremy joined the Home Depot to lead a relatively new team that was experiencing growing pains. I was looking to Jeremy to stabilize the team & establish foundational design practices. Jeremy delivered faster than I would ever have expected & moved well beyond stability to a thriving, facilitating growth for the team that is now marked by its collaboration, efficiency, & maturity. It is clear that this growth is directly tied to Jeremy's incredible talent for developing people & activating strengths, starting by establishing trust through genuine care for people.

Jeremy also has so much to contribute to the overall maturity of any design operation. His expertise in design systems & optimizing work processes would mature any organization.



### Sarah Albinda

Senior Product Designer — Target

Jeremy is one of the best UX managers I've had the pleasure of working with. Not only does he excel at being a UX evangelist, he also has no problem doing the design work if necessary. Jeremy leads by example. Many people at Target found his strategic thinking & mentorship both inspiring & motivating.

I value all that he taught me during his time at Target. He empowered me to create great products while also delighting users. He is an excellent UX leader / coach. I'll always hold him in the highest esteem.