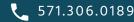
JASON JAMES

PRODUCT USER
EXPERIENCE AND
MANAGEMENT

CORAL SPRINGS, FL

CONTACT

✓ jason@jasonmjam.es



in /in/jas0nmjames

PORTFOLIO

https://jasonmjam.es

SKILLS

Design Sprints
Systems Thinking
Conversation Design
Information Architecture
Design Systems
Interaction Design
Project Management

T00LS

Figma, Sketch, Framer, Adobe XD, Justinmind

Git, Visual Studio Code, Browser Dev Tools

IBM Watson Assistant

Notion, Github.com

Microsoft Excel

EXPERIENCE

SAFRAPAY 2020-present

- AVP, Customer Service Operations | Miami, FL & Remote
- Service designer in a fintech startup wearing multiple hats. Living between operations, design & development. Roles:
- o Chatbot Product Owner, Technical Curator & Designer (Watson Assistant & React Native)
- o E-mail Communication Project Manager, Designer & Developer
- O Customer service workflow and procedure development
- O Quantum Metric Integration Project manager

CROSSTEAM 2019-2020

- Product Designer & Manager | South Florida
- User research, design system component creation, QA and project management for new presentation layer in React for Fortune 500 financial institution global trading platform.
- Information architecture, API documentation, visual design and project management for a shipping transportation startup.

THINKRITE 2018-2019

- User Experience Designer iOS, Android, Web | Fort Lauderdale, FL
 - Created design system in Adobe XD after unifying designs across XD and Sketch
- Created fully interactive prototypes, including data variables, with Justinmind
- Advocated for a user-centric design process with C-suite executives and collaborated with ux strategist, user researcher, product manager, dev teams and QA.

E.E. REED Construction 2013-2017

- Proj. Management / Business Dev. Commercial Construction | Herndon, VA
- Designed bid proposals in Adobe InDesign and created promotional content in Wordpress.
- o Organized and led pitch presentations and represented firm at industry events.
- $\circ\,$ Led project status meetings of up to 25 people with subcontractors, architects and clients.
- Collaborated with design and engineering to triage design and construction issues as they
 arose, while managing client needs, tight project timelines, budget and regulations.

AT4 Wireless, Inc 2011-2013

- Sales Associate Wireless Telecommunications | Herndon, VA
 - Gathered and analyzed customer feedback to share insights with engineering teams in Taiwan, Spain and the US.
 - Streamlined Salesforce configuration as Salesforce Admin

EDUCATION

IRONHACK

2017-2017

- Fulltime UX/UI Design Bootcamp (400+ hours) | Miami, FL
 - *December 2017 Ironhack UX/UI Hackshow Awards: Overall Hackshow Judge Favorite;
 Outstanding UX Strategy; Outstanding Business Analysis; Outstanding Problem-Solving
 Skills; Outstanding Presentations Skills, Runner Up; Outsanding User Research, Runner Up

EASTERN MENNONITE UNIVERSITY

2015-2017

- MBA, Master of Business Administration | collaborativemba.org
- Trained in Organizational Behavior, Systems Thinking, Data Analysis, Marketing, Accounting and Finance, Economics, Leadership and Sustainability.
- o International Residence in Costa Rica observing sustainable coffee cooperative
- UNIVERISTY
 OF VIRGINIA
 2006-2011
- **♦** BA, Bachelor of Arts History | Charlottesville, VA