

JASON JAMES

PRODUCT USER EXPERIENCE AND MANAGEMENT

CORAL SPRINGS, FL

CONTACT

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PORTFOLIO

<https://jasonmjam.es>

SKILLS

Design Sprints

Systems Thinking

Conversation Design

Information Architecture

Design Systems

Interaction Design

Project Management

TOOLS

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:
- Chatbot Product Owner, Technical Curator & Designer (Watson Assistant & React Native)
- E-mail Communication Project Manager, Designer & Developer
- Customer service workflow and procedure development
- 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.
- Organized and led pitch presentations and represented firm at industry events.
- 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; Outstanding 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.
- International Residence in Costa Rica observing sustainable coffee cooperative

UNIVERISTY OF VIRGINIA

2006-2011

● BA, Bachelor of Arts - History | Charlottesville, VA