John Walker

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**SUMMARY**

* Collaborative, innovative, and strategic Product/UX Designer specializing in the creation of elegant, usable experience for everyone—regardless of ability
* Leadership focuses on a mix of understanding complex business challenges, managing and coaching team members to high achievement, and problem solving in often-ambiguous circumstances
* Collaborates with product, marketing, design, and engineering to deliver and implement superior experiences
* Manages and executes on both responsive web and native mobile products, having launched more than 30 traditional and SaaS products for consumer, B2B, and enterprise audiences
* Initiates and iterates design solutions via whiteboard brainstorming, collaborative mockup sessions, and other design thinking strategies
* Facilitates user testing via prototypes and leverages multiple methods of user research to validate designs
* Delivers problem solutions within fast-paced Agile and scrum frameworks
* Focuses on creating accessible new interfaces and mitigating existing accessibility issues using   
  WCAG 2.1/Section 508 guidelines
* Sharp visual acumen based on design system/brand standards, contemporary trends, and 20+ years of experience with graphic design
* A strong management background, with 20+ years of hiring, managing, and mentoring team members
* Extensive experience partnering on entire product lifecycles, from scoping product goals and defining overall priorities through successful delivery of design artifacts
* Excellent communication and storytelling skills

**KEY CAPABILITIES**

* Builds consensus across cross-functional teams to align on strategies, priorities, roadmaps, and outcomes
* Crafts various maps, personas and journeys to create empathetic understanding of user goals/needs
* Maps out process flows, information architecture, and wireframes
* Produces mockups and validates prototypes via usability testing
* Creates engaging user experiences designs for complex, information-heavy interfaces

**TECHNICAL SKILLS**

* Software Sketch, Figma, Adobe XD & Creative Suite, InVision, Axure, Miro
* UX Research In-person interviews, surveys, usertesting.com, remotely.com, usabilityhub.com
* Communications Microsoft Office/Teams, Slack, Jira, various virtual meeting apps
* Development Experienced in responsive web and iOS/Android implementation strategies

**WORK HISTORY**

**Ernst & Young Design Studio** | **Design System Manager** | 03/2021- 08/2022

* Created a Global Design System for more than 30 teams at Comcast
  + Designed global library components for the new Design System
  + Tested components via remote user testing to validate designs
  + Consulted with developers on implementation
  + Educated designers and developers about accessibilty standards and implementation
  + Partnered with teams for mitigation solutions based on third-party accessibility surveys
* Developed site maps, information architecture and UX for an iOS/Android B2B app
  + Client increased contractual work 400% based on app work delivery to include creation of a Global Design System
  + Created prototypes to validate designs via user testing
  + Guided offshore team members to deliver visual design within Agile sprints

**AllianceBernstein** | **Consultant** | 01/2019-02/2021

* Collaborated on a Global Design System
  + Partnered with visual designers to integrate ADA compliance into their design patterns
* Designed/redesigned entire websites and features for diverse audiences from Australia to Hong Kong
* Mentored teams to use prototyping and usability testing to validate assumptions and designs
* Launched corporate accessibility practice
  + Responsible for evaluating accessibility compliance of consumer and enterprise websites
  + Coached teams from product, content, design, and engineering to create accessible experiences

**Deutsche Bank** | **Consultant** | 06/2018 – 12/2018

* Collaborated on the product flow and IA/UI/UX for complex financial software
* Strategized closely with SMEs to ensure new software conformed to regulatory requirements

**MetLife** | **Consultant** | 01/2018 – 06/2018

* Reconceptualized and redesigned the IA/UI/UX for an iOS/Android mobile app
* Integrated IBM’s Watson search functionality into the corporate intranet

**American Express** | **Consultant** | 06/2017 – 12/2017

* Redesigned the IA/UI/UX for the Plenti loyalty card program’s responsive website
* Reconceptualized the customer experience for the onboarding process

**JPMorgan Chase & Co.** | **Vice President, UX Designer Lead** | 06/2016 – 06/2017

* Co-led UI/UX design on Chase Pay iOS/Android mobile app
* Collaborated on user research to achieve customer-validated design solutions via bi-weekly user interviews
* Coordinated research and UX teams’ work flows so that designs were tested at low, medium and high fidelity
* Mentored team to center user-centered design methods and usability testing as primary UX tools
* Transformed traditional team structures into small, self-managed Agile teams
* Represented UX on the Agile Development Transformation management team

**Guardian Life Insurance** | **UX/UI & Visual Design Lead** | 06/2014 – 06/2016

* Created and launched a user-centered digital product design practice
  + Consumer products received strong customer engagement, with double-digit increases in interactions
  + Enterprise products allowed employees to work more effectively, increasing productivity by 20%
  + Often responsible for creating product strategy and managing projects
* Used analytics to help tradition-bound teams better understand how to create successful digital products
* Established an enterprise wide UX Center of Excellence

**NBCUniversal**, **Hewlett Packard,** **KPMG and others**  | **Consultant** | 03/2013 – 05/2014

* Consulted on UX design and specifications for responsive websites and mobile apps

**Popular Mechanics** | **iOS/Android Art Director** | 07/2010 – 02/2013

* Popular Mechanics’ app was a best-seller on the App Store
* Apple recognized the app in Best of the Year, Editor’s Choice, and Featured categories
* Directed the UX, UI, interaction and visual design for native mobile iOS/Android tablet and phone apps
* Coached a team of print designers in the fundamentals of interaction design

**TV Guide & tvguidemagazine.com** |**Creative Director** | 03/2004 – 12/2009

* Co-founded and launched tvguidemagazine.com
* Managed co-located and remote teams to produce a Top 10-circulation magazine

**EDUCATION**

* Currently preparing for the Certified Professional in Accessibility Core Competencies (CPACC) Exam
* Certification for Accessibility and Web Design, 2020
* Front-End Web Development certification, General Assembly, 2015
* Agile for Teams certification­, 2014
* BA in Literature, UC Santa Cruz, 1987