

Aeryn Glass

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Aeryn.io

I design elegant and intuitive solutions to complex problems with a strong passion for Strategy, Interaction Design, and Accessibility.

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experience

Charles Schwab – *Sr UX Designer (Contract)*

Feb 2022 - PRESENT

Redesigning foundational support app for Managed Investing to incorporate new regulatory constraints, new user groups, and product offerings with a strong focus on increasing safety, usability, and saving 10,000 labor hours a year.

Designed the first digital enrollment framework/process to launch high-profile Managed Investing products and provide support for long term initiatives by combining strategic planning, user research, and sustainable design methodologies.

Organized and led Figma office hours to uplevel designers in design, prototyping, and design system skills. Provided guidance and mentorship to increase design maturity of the design and product org.

Daugherty Business Solutions / Edward Jones – *UX Designer*

Feb 2021 - Feb 2022

Developed the vision (strategy and design) for the redesign of an enterprise managed investing app incorporating new and accessible features, modern designs, and inclusion of safety features.

Designed an application to securely communicate sensitive financial information at a rapid pace to accommodate pandemic changes to business.

Mentored designers and researchers, conducted research, contributed to and validated the design system, and increased agile maturity from close collaboration with cross-functional partners.

JPMorgan Chase – *UX Design Lead | VP of Product*

Mar 2018 - Feb 2021

Led design on the Servicing Pillar (Commercial Card): researched, designed, and launched 2 new Internal Servicing platforms that increased onboarding automation by 100%, allowed entry into new markets/products (Rewards and others), and provided new tools to service client accounts. Set up a new governance team to oversee scalable growth.

Led design for the first (0-1) Commercial Card mobile app (iOS) to allow better spend management by providing new tools/functionalities for cardholders by conducting research, collaborating with global cross-functional teams, and incorporating a new design system.

Launched the new Rewards product which exceeded predicted spend by 35% and decreased onboarding time by 50%.

Presented to executive leadership, mentored junior designers, facilitated UX workshops, supported growth/adherence to platform's design systems, ensured designs met WCAG AA compliance, and implemented a new design workflow and technology toolset.

Walgreens – UX Designer (Consultant)

Sept 2016 - July 2017

Led design on the Inventory Management pillar by providing strategy, accessible designs, and safety features to manage over \$25 billion in pharmaceutical inventory.

Designed features (onboarding, client intake, reconciling insurance errors, etc.) to build inclusive pharmacy software. Maintained End to End Axure prototype, conducted user research, and upleveled designers on Axure.

Established the design system (built off of Material Design) to provide consistent experiences, met WCAG AA guidelines, provided documentation, and created components. Created and implemented processes to simplify design work and reduce friction for the UX team.

Freelance – UX Designer

Sept 2014 - Aug 2016

Redesigned small business retail website relying on user research, frequent stakeholder touchpoints, and post launch support that increased engagement, allowed new communication with customers, and incorporated modern responsive design methodologies.

Consulted on redesign of e-commerce site that averaged 50K transactions a month.

Spec work for Government agency for mobile iOS app and presented final design and results to board.

Petfinity – UX Architect

May 2014 - Aug 2015

Conducted generative research to drive short term development and long-term goals of a social media start-up.

Constructed information architecture to support unique user personas, use cases, and workflows. Designed wireframes and prototypes aimed at intuitive onboarding, adoption and platform growth.

education

DePaul University – *Masters: Human Computer Interaction*

Illinois Institute of Art – *Bachelors: Media Arts & Animation*

certificates

Elements of AI – 2021

IBM Enterprise Design Thinking – Team Essentials for AI – 2021

skills

Strategic Thinking - Systems Design - Interaction Design - Accessibility - End to End Design - Design Systems - Mentorship/Up-Level - User Research - Usability Testing - Service Design - Information Architecture - Mobile Design - Data-Driven Design - Wireframes - Mockups - Prototypes - Design Ops - Contextual Inquiry - Remote Work with Global Teams - Cross-Functional Collaboration