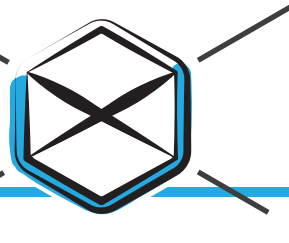# Aeryn J Glass

User Experience Lead focused on Strategy, Interaction, and Accessibility

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skills

User Experience (UX)
Interaction Design (IxD)
UI Design
User Centered Design
UX Strategy
Wireframes, Mockups,
     & Prototypes
Accessible Design
User Research
Design Systems
Persona Creation
Information Architecture
Contextual Inquiry
Heuristic Evaluations
Usability Testing

tools

Pen and Paper
Axure, Figma, XD, Sketch
Invision, Craft
Html 5, javascript, jquery
Adobe Creation Suite
Microsoft Office

education

Masters

Human Computer Interaction
DePaul University

GPA: 3.92 - with Honors
Grad: Dec 2014

Bachelors

Media Arts & Animation
Illinois Institute of Art

GPA: 3.30
Grad: Mar 2004

experience

UX Design Lead | VP of Product @JPMorgan Chase
Mar 2018 - Current

• Design Lead for Internal Servicing and multi-app products for Commercial Card that increased retention by 8%, increased onboarding automation by 60%, and implemented features that enabled entry into new markets.

• Collaborated with global multidisciplinary agile teams to design solutions to address complex financial and legal requirements, ensured WCAG AA compliance, conducted generative and evaluative research, and built user flows to guide development of applications and features.

• Designed, implemented, and maintained design systems to bring a cohesive experience across Commercial Card applications, led UX workshops, design sprints, and presented to executive leadership new ways of working, methods to increase investment, and long term application strategies.

UX Designer @Techedge USA / Walgreens
Sept 2016 - July 2017

• Worked with a global team to design enterprise pharmacy management software and led design on inventory management applications for responsive devices to improve user processes across regulated and complex workflows, increase safety features and efficiency for employees and customers, and supported the research team's testing initiatives while balancing the needs of diverse stakeholders and business goals.

Freelance & Consulting
Sept 2014 - Aug 2016

• Worked with clients (e-commerce/retail, social causes, government, and start up) to discover growth areas, conduct research, design wireframes/prototypes, and build responsive websites.

UX Architect @Petfinity
May 2014 - Aug 2015

• Conducted research to guide development, strategy, and site policies for a social media start-up focused on the Owner / Pet dynamic. Designed wireframes/prototypes, information architecture, and interaction design to foster user adoption, build communities, and sell merchandise.

: aerynglass   : linkedin.com/in/aerynglass