

# James Weaver

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## UX Design Lead & Usability Specialist

614.254.2890

### BUSINESS GOAL

Help product teams define and better understand their business goals and opportunities by crafting a specific research methodology which focuses on their digital audience and end users.

### Work Experience

#### Sr. UX Designer - CoverMyMeds

Patient Services (ScriptHero.com)

Oct 2019 - Present

Lead the user experience for Patient Services to increase the patient workflow from 65% to 85% output. Increase discount card workflow from 56% redemption to 85% redemption rate for sponsored medications.

#### UX Design Consultant - UX Sprint Lab

UX Research and Design Lab

Nov 2018 - Oct 2019

Create UX standards and processes for enterprise organizations. Lead in-house UX teams in discovery, design, and user testing for multi-billion dollar organizations.

#### UX Design Lead - NetJets

Private Jet Service

Mar 2016 - Nov 2018

Defined discovery workshops, design sessions, user studies, as well as manage several aspects of the design and front-end development phases.

#### Senior Product Owner - JPMorgan Chase

Retail Bank Innovation Team

Oct 2015 - Mar 2016

Manage UX related backlog items for a banker tablet which connected to the ATM devices for managing remotely and helping customers interact with the ATM.

#### UX Design Lead - JPMorgan Chase

Retail Bank UX Team

Feb 2011 - Oct 2015

Create wireframes and fully functioning prototypes to gain feedback from executives and end-users during the evaluative phase.

### Education

#### Human-Computer Interaction

Master of Science

DePaul University, 2015

#### Certified Usability Analyst

Certification

Human Factors International, 2012

#### Management Information Sciences

Bachelor of Science

Franklin University, 2010

### Projects

#### UX Lead

Aircraft Recovery Systems

Managed the discovery and design efforts for the Scheduling and Operations department's aircraft recovery systems.

#### UX Lead

Catering & Onboard Amenities

Designed an ordering system for internal employees to order onboard catering for passengers.

#### UX Lead

Safe Deposit Box System (Patent Pending)

Consolidated 2 web apps and 3 green screen systems into a single web app for 5 user groups, including bankers and back office personnel.

### Tools & Methods

**Tools:** Figma. Figma. Figma. Miro

**Methods:** Contextual inquiry/interviews, heuristic reviews, card sorting, whiteboard/sketch concepts, define UX strategy, storyboard ideas, persona creation, user testing, user journey maps.