

ALAN UNDERWOOD

Enterprise UX | Bay Area, CA | (919) 827-3185 | [LinkedIn](#) | adunderwood@gmail.com

Skills

User Experience Design
Figma Prototyping
Adobe Creative Suite
Inclusive Design (A11Y)

User Research
Storyboarding
HTML, CSS, JavaScript
Python, Node.js

Artificial Intelligence
Machine Learning
Data Visualization
Tableau, SQL, R

Professional Experience

JPMorgan Chase

August 2022 - Present

User Experience Design Lead

Palo Alto, California

Summary: Improved the experience and productivity of technical users and engineers by focusing on user's happiness, well-being, and the quality of the software experience.

Skills: UX Design, UX Research, UX Strategy, Figma, AI/ML, Analytics, Data Visualization

- Increased both developer productivity and developer happiness by on experience metrics using the SPACE and DORA frameworks
- Led multiple product lines and teams to product success with strong UX strategy, design principles, and mitigating risk by setting design goals and measuring progress against them
- Taught, trained, and mentored hundreds of designers in practical AI and Machine Learning

Meridian Knowledge Solutions

August 2021 – August 2022

User Experience Design & Research Manager

Washington, D.C. (remote)

Summary: Implemented Enterprise Design Thinking, Agile Design, and both quantitative and qualitative user research to guide product decisions and implement design quickly and effectively. Listed in the Forrester top 10 LMS report.

Skills: UX Strategy, Enterprise Design Thinking, User Research, Quantitative Analytics, Pendo

- Implemented enterprise design thinking and tri-track agile to integrate design, research, and development within the organization in one year
- Led a cross functional team to improve the user experience for more than 7,000,000 users worldwide
- Managed designers, content strategists, and developers to bring cross-functional teams together to create the best software possible for our customers and end users resulting in being listed in the top ten LMS providers in the Forrester Wave report in Q4 2021.

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Professional Experience (continued)

S.O.S. Pandemic Relief

October 2019 – August 2021

AI Conversation Designer (Founder)

Oakland, California

Summary: Used AI chat bots to help people experiencing homelessness during the COVID-19 pandemic

Skills: AI, Machine Learning, LLM, UX Design, User Research, Design Thinking, Python, Mobile Design

- Created a Discord-based conversational AI system to manage incoming conversations via SMS text messages, allowing us to work at a national scale and a volume of 100x incoming conversations to volunteer ratio
- Provided food and housing support for hundreds, delivering meals, providing housing assistance, and documentation support to help people recover identification documents using AI
- Advocated for homelessness laws at the local, national, and international level. Took our mission to Congress and the United Nations.

IBM Cloud & Cognitive Software

August 2015 – October 2019

Lead UX Designer & Prototyping Lead

Foster City, California

Summary: Open-source tools to improve the developer experience for CI/CD and microservices

Skills: UX Design, UX Research, Design Thinking, Design Systems, Data Visualization, Prototyping

- Designed open-source developer tools to support CI/CD pipeline deployments and microservices with our products being downloaded more than 50,000 times and 500+ forks on GitHub and partnering with major brands such as Google and CloudBees
- Researched best of class solutions to frequent developer problems through user interviews, GitHub interactions, and competitive analysis leading to innovative solutions such as IDE plugins and rich command line tools, leading to an increase adoption of our product by more than 500%

Progress Telerik, Kendo

May 2013 – July 2015

Principal Usability Designer

Redwood City, California

CA Technologies (Broadcom)

April 2011 – May 2013

Sr. Product Designer

Cary, North Carolina

IBM Emerging Technologies

August 2007 – January 2011

Human Factors Engineer

Research Triangle Park, North Carolina

iContact Email and Social Media Marketing

September 2005 – August 2007

User Experience Designer

Morrisville, North Carolina

My portfolio and complete work history are available on alanunderwood.com