John Walker

jwalkerux.com | walkerux@gmail.com | (917) 566-1527

**SUMMARY**

* Experienced and collaborative UX/product design consultant passionate about early 20th century design, from typography to architecture
* My recent focus has been on designing more than 20 financial services products that answer real-world needs from both consumer and enterprise perspectives. Clients include MetLife, American Express, JPMorgan Chase & Co, Deutsche Bank, AllianceBernstein, and Guardian Life.
* Popular Mechanics’ app was a best-seller on the App Store, with Apple recognizing it in the Best of Year, Editor’s Choice, and Featured categories
* Experienced with HTML/CSS/JS and iOS/Android implementation strategies
* Received Front-End Web Development certification from General Assembly, 2015

**SKILLS**

* Wire framing Sketch, Axure, Omnigraffle, Zeplin
* Prototyping InVision, Keynote, Principle, Acrobat, iRise
* Graphic design Sketch, Photoshop, Illustrator, InDesign
* Motion graphics AfterEffects
* Communication Microsoft Office, Slack, various virtual meeting apps
* Development Experienced in Agile, HTML/CSS/JS and iOS/Android implementation strategies

**WORK HISTORY**

**WalkerUX** | **UX Design & Product Consultant** | 06/2017 – Present, and 02/2013 – 05/2014

* Currently consulting on design pattern libraries, accessibility issues and international websites at **AllianceBernstein**
* Recently consulted on highly complex financial software at **Deutsche Bank**; and on phone/tablet apps and websites at **MetLife** and **American Express**
* Previous clients include **NBCUniversal**, **Hewlett Packard**, and **KPMG**
* Previous agency work includes **Blue State Digital**, **Havas**, **Story Worldwide**, and **Grey Healthcare**
* Projects span complex financial software products, responsive websites, and mobile apps

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

* Worked on the Chase Pay iOS/Android mobile app
* Mentored team to use design thinking, Lean UX techniques and usability testing as primary UX methods
* Achieved more effective customer-validated design solutions by partnering with researchers
* Transformed traditional team structures into small, self-managed Agile teams
* Represented UX on Agile Transformation management team

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

* Led UX and graphic design on more than 10 consumer and enterprise product releases
	+ Consumer products received strong customer engagement, with double-digit increases in interactions
	+ Enterprise products allowed employees to work more effectively, increasing productivity by 20%
* Enabled tradition-bound teams to appreciate UX’s vital role in modern product design
* Created a UX Center of Excellence with a standardized UX process, multipurpose UX tools, and UX Service guidelines for use across the enterprise

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

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

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

* Oversaw UX and visual design for tvguidemagazine.com, a content-rich editorial website
* Managed teams in two locations to design and produce a Top-10 circulation magazine, which received many design awards

**KEY UX CAPABILITIES**

*Strategic*

* Cross-functional team collaboration
* Solution finding via design thinking, Lean UX, and Agile methodologies
* UX, interaction and graphic design
* Customer journeys and task flows
* Information architecture
* Prototyping and wire framing
* Responsive web and mobile app strategy
* Usability testing

*Functional*

* UX, interaction and graphic design
* Customer journeys and task flows
* Information architecture
* Prototyping and wire framing
* Responsive web and mobile app strategy
* Usability testing

**EDUCATION**

* Bachelor of Arts in Comparative Literature, University of California at Santa Cruz, 1987
* Certification: Front-End Web Development, General Assembly, 2015
* Training: Agile for Teams­, 2014