JAMIE JAVIER GRANT Chicago, IL

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USER EXPERIENCE AND PRODUCT DESIGNER

A Creative Lead UX Designer with over a decade of experience developing digital platforms, custom tools and strategies for Fortune 500 companies in travel and hospitality, retail, financial services and healthcare. Thrives on team collaborations that builds a strong rapport and successful project outcomes. Excels at problem solving and approaches every project with an optimism and pragmatism that comes from being a UX professional. Embraces the challenge of creating simple user-friendly solutions from complex systems.

SKILLS

- UX Principles and Strategy
- Design Thinking
- Problem Solving
- Persona and Journey Development
- Research and Testing
- Accessibility Standards

- Information Architecture
- Wireframing
- Interaction Design and Prototyping
- UI and Visual Design
- Design Systems and Style Guides

- Team Project Management
- Agile and Lean Methodologies
- Cross-disciplinary Collaboration
- Solutions Delivery

EXPERIENCE

Adobe, CX Strategy, Chicago IL   **2025 - *present***
Adobe internal customer experience consulting service.
Senior UX Strategist (Contract)
Support UX strategy and discovery work for different customer engagements for Adobe Software Implementation.

- Develop Lifecycle Personas and North Star Journey for the Omni Channel Strategy for a National Retailer in the US
- User Testing for initial site direction to influence discovery and design
- Wireframes and communication site development

Bounteous, Chicago, IL   **2024-2025**
End-to-end digital transformation services consultancy.
Director of User Experience (Contract)
Discovery and persona development to optimize the retail experience for Subaru North America.
Review key internal web platforms, to assess use case and efficiency.

- Conducted user interviews with key retail roles' to develop personas and key findings on their top task and jobs.
- Workshop with stakeholders to strategize opportunities for an internal Subaru platform.
- Developed high level design concepts from the use case flows, providing solutions and strategies to benefit retail employees.
- Contribute solutions prioritize use cases for a future state roadmap.

PublicisSapient (SapientNitro, SapientRazorfish), Chicago, IL   **2013 - 2024**
Global digital business transformation company.
Lead Experience Designer, 2020 – 2024
UX/Creative project lead, supervised over deliverables and development execution while fostering a collaborative environment with creative, engineering, and client teams.

- Designed and developed complex transactional flows for web and custom tool applications.
- Created designs systems and strategies for CMS Platforms for Multi brands setups to global internal communication tools.
- Manages teams from 2-5 designers and engineers across multiple accounts and projects
- Managed and mentored early career onboarding program.
- Key Clients: Marriott, Nuveen, St. Luke's (Healthcare System), McDonald's, Genentech, Polaris

Senior Associate UX Designer, 2013 – 2019
Designer working across creative and engineering teams, representing the user throughout the design and development of enterprise scale platforms.

- Worked with clients during discovery to create vision statements and defined scope of work for implementation.
- Explore concept models and user/process flows to understand the user journey
- Create UX documentation of wireframes/prototypes for platform interface design and communicating that documentations to the client and across teams
- Executed multi brand enterprise content management systems, mobile app features and optimization, marketing campaign user flows, dashboards
- Key Clients: Walmart.CA, McDonald's, John Deere, FCA (Stellantis), ASR Group, J.M. Smuckers, Devry University, Abbott

EDUCATION

Bachelor of Fine Arts (Communication Arts, Multimedia/Digital Design)
Art Academy of Cincinnati, Cincinnati, Ohio

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS

NNg UX Certified — Nielsen Norman Group 2023
SAFe Agileist — Scaled Agile, Inc. 2023
Accessibility Fundamentals - Disabilities, Guidelines, and Laws — Deque University 2021
Design Strategy and Design Research — UX Intensive Workshop by Adaptive Path 2012

PORTFOLIO

Portfolio is presented in a Figma Prototype, desktop browser is recommended for viewing and please allow a moment for graphics to load.

https://jamiejavier.com/JJGrantPortfolio2025.html