Jordan Davis

UX/UI Designer

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Creative UX Designer with a background in digital support, communications, and team management. A self starter with a knack for finding innovative design solutions and a passion for user centered design, seeking new opportunities to enhance skills and contribute to teams in achieving company objectives.

Skills

- User Experience Design
- Mobile Design
- Responsive Design
- Interpersonal Communication
- Figma
- Affinity Design Suite (Adobe Creative Suite alternative)
- Wireframing and Prototyping
- Creative Problem Solving
- Collaborative Design

Work History

September 2023 - Present

Senior Account Manager

Invictus MSI, Pleasanton, CA

- Developed and presented marketing strategies, both new and existing, to stakeholders, ensuring alignment with customer expectations and business objectives, contributing to over $1 million in revenue generated for clients in 2024.
- Conducted comprehensive market research to identify customer needs, preferences, and pain points, translating findings into actionable insights for product and user experience enhancements.
- Assembled and led cross-functional teams to achieve client and business objectives,

March 2019 - January 2023

Digital Command Center Team Lead

First Republic Bank, San Francisco, CA

- Direct and supervise multi-functional teams who engage in client

support and program development support.

- Monitor production issues to minimize resource and time losses within digital environments to ensure process improvement.
- Create a constructive partnership with product managers and front end development teams to test data driven updates to customer facing interfaces.
- Support web and mobile applications with over 500,000 global users.

Education

January 2023 – July 2023	**Certificate: UI/UX Design** *UC Berkeley - Berkeley, CA*
Sept 2023	**Certificate: Career Essentials in Generative AI** *Microsoft*

Design Projects

Anthem (Conceptual Mobile Application)
Duration: Two months
Design Tools Used: Google Suite, Figma, Affinity Suite, Midjourney AI
Role: UX Researcher/ UX Designer/ UI Designer

- Identify an existing problem and create a user research plan to determine how it could be best addressed.
- Storyboarding, creating user personas and user flows based on interviews and reviewing data analytics to build empathy for the customers.
- Design a user-friendly solution, based on user surveys and interviews focused on how well the design goals satisfy the customer needs.
- Refine the UI design, and functionality of the prototype to advance the mockups to high-fidelity that follow desired business image.

Humane Society Silicon Valley (Website Redesign)
Duration: One month
Design Tools Used: Google Suite, Figma
Role: Visual Designer/ Lead UX Designer

- Collaborate with the user research team to understand the different target user groups and empathize with user frustrations.
- Understand user requirements and the customers' challenges to determine KPIs that align with business design specifications.
- Define design principles that follow Web Content Accessibility Guidelines (WCAG) compliance and align with industry trends for usability testing.
- Showcasing graphics and written product samples to the business stakeholders for feedback and continuous improvement.