Alan D. Underwood

UX Designer | Bay Area, CA | (919) 827-3185 | in LinkedIn | alanunderwood@gmail.com

I am an award-winning user experience designer who specializes in bringing new products to market.

My complete work history and portfolio is available at alanunderwood.com

Skills

Design Thinking	Prototyping (Figma, InVision)	Systems Thinking
Human Centered Design	Machine Learning	User Experience
Information Design	Artificial Intelligence	Universal Design
HTML, CSS, JavaScript	Adobe Creative Cloud	Sketch, Sketchbook

Professional Experience

Meridian Knowledge Solutions   Aug. 2021 - Present
Lead UX Designer   Washington, DC

- Managed a small team of designers, front-end engineers, and researchers leading an effort toward an end-to-end UX redesign.
- Synchronized design and development efforts on the same sprint cycle, and created a UX roadmap going forward to keep design and development in lockstep.
- Instituted both qualitative user research studies and quantitative in-product analytics to inform all aspects of the business' decision making.

S.O.S. Hacking Homelessness with AI   Oct. 2019 - Present
Founder, Executive Director   Oakland, California

- Using AI and ML in the form of SMS chat bots, we collected information from people experiencing homelessness, including mental health and addiction pre-screening.
- Made an impact: we got more than a dozen people off the street and into permanent housing and fed hundreds of people in partnership with our local community.

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IBM Cloud and Cognitive Software
UX Design & Prototyping Lead

Aug. 2015 – Oct. 2019
Foster City, California

- UX Design: Designed two open-source products and two internal products while overseeing and coordinating with development teams for implementation.
- Integrated workflow on open-source products to connect PM, dev, design, and end users!
- Evangelized and trained product teams on machine learning and cognitive capabilities.
- Mentored and trained junior designers and developers in design thinking methodology.

Progress B2B SaaS Product Suite
Principal Usability Designer

May 2013 – Jul. 2015
Redwood City, California

- Led the Progress Pacific redesign as well as designing multiple product interfaces.
- Prototyped everything — from napkin sketches and wireframes to super high-fidelity and full functionality coded prototypes.
- Shaped the strategy for a unified user interface across all Progress Pacific products and presented it to a live audience of hundreds of people.

CA Technologies Process Automation
Sr. Product Designer

Apr. 2011 – May. 2013
Cary, North Carolina

- Led the redesign of Process Automation including mapping, design, research, and testing
- Standardized UI design, end-to-end, across all phases of design.
- Application mapping, card sorting, personas and traditional information architecture tools.
- Wireframing, prototyping, and implementation.

IBM Smart Business
Human Factors Engineer

Aug. 2007 – Jan. 2011
RTP, North Carolina

- Comprehensive user experience across all Smart Business product UIs and web properties while maintaining consistent branding style, and interface guidelines and design patterns.
- Paper, wireframe, HTML, PDF & Balsamiq prototyping to support team initiatives.
- Reporting to executives and decision-makers, coordinating with product teams.

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