

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

QuantCulture

Oct. 2020 - Present

Product Lead, AI/ML

New York, New York

- Prototyped a SaaS product offering for stock traders and analysts.
- Researched, designed, developed, and user tested a customizable live trading dashboard, integrating it with internal quantitative analysis tools.

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 in-situ information from people experiencing homelessness, including mental health and addiction pre-screening.
- Advocated for our users all the way to the U.S. Congress. I took user stories that we collected to the user's local representatives and their state's senators.
- Made an impact: we got more than a dozen people off the street and into permanent housing and fed over 100 people in partnership with our local community.

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IBM Cloud and Cognitive Software

Aug. 2015 – Oct. 2019

UX Design & Prototyping Lead

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

May 2013 – Jul. 2015

Principal Usability Designer

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

Apr. 2011 – May. 2013

Sr. Product Designer

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

Aug. 2007 – Jan. 2011

Human Factors Engineer

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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