

ALAN UNDERWOOD

AI + UX Design | Bay Area, CA | (919) 827-3185 | [in LinkedIn](#) | adunderwood@gmail.com

Skills

User Experience Design

Figma, Sketch

Design Systems

AI & Machine Learning

User Research

Adobe Creative Suite

Wireframing

HTML, CSS, JavaScript

Accessibility

Prototyping

Storyboarding

Tableau, SQL, Python

Professional Experience

JP Morgan Chase

August 2022 – May 2025

Experience Lead - Global Technology

Palo Alto, California

Summary: Improved the experience and productivity of technical users and engineers by focusing on efficiency and quality of the developer experience, saving millions of production hours

Skills: Figma, User Experience Design, User Research, Data Visualization, Tableau, AI/ML, ServiceNow

- Led multiple product lines and teams with strong UX strategy, Figma design and prototyping, design principles, and mitigating risk by setting design goals and measuring progress against them, saving \$5m+ per year in licensing costs and millions of productions hours over a five-year projection
- Led a team of junior to mid-level designers and researchers, handling multiple projects across our portfolio of internal Global Technology applications

Meridian

August 2021 – August 2022

User Experience Manager

Washington, D.C. (remote)

Summary: Implemented Enterprise Design Thinking, Agile Design, and both quantitative and qualitative user research to guide product decisions and implement design quickly and effectively

Skills: Figma, UX Design, User Research, Design Thinking, Agile Methodologies, In-App Analytics

- Managed designers, content strategists, and developers to bring cross-functional teams together to create the best software for our customers and end users resulting in being listed in the top ten LMS providers in the Forrester Wave report in 2021
- Led a cross functional team to improve the user experience for more than seven million users worldwide by focusing on analytics, sponsor users, and rapid customer feedback, accelerating delivery and reducing time to implementation from six months to two weeks
- Implemented enterprise design thinking and tri-track agile to integrate design, research, and streamline new feature development within the organization in one year leading to faster shipping, faster time to feedback, and more easily quantifiable

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Professional Experience (continued)

S.O.S. Pandemic Relief

Co-Founder

October 2019 – August 2021

Oakland, California

Summary: Used AI to help people experiencing poverty and homelessness during the COVID-19 pandemic

Skills: AI, Machine Learning, LLMs, UX Design, User Research, Design Thinking, Python, Mobile Design

- Created a conversational AI to manage conversations via SMS text messages, allowing us to work at a national scale and a volume of 100x incoming conversations to volunteer ratio
- Provided food and housing support for hundreds, delivering meals, providing housing assistance, and documentation support to help people recover identification documents using AI and advocated for homelessness laws at the local, national, and international level, taking our mission to Congress and the United Nations

IBM Cloud & Cognitive Software

User Experience Design & Prototyping Lead

August 2015 – October 2019

Foster City, California

Summary: Open-source tools to improve the developer experience for CI/CD and microservices

Skills: UX Design, UX Research, Design Thinking, Design Systems, Data Visualization, Prototyping

- Designed open-source developer tools to support CI/CD pipeline deployments and microservices leading to our product being downloaded more than 50,000 times and 500+ forks on GitHub
- Researched best of class solutions to frequent developer problems through user interviews, GitHub interactions, and competitive analysis leading to innovative solutions such as IDE plugins and rich command line tools, leading to an increase adoption of our product by more than 500%

Progress Telerik, Kendo UI

Principal Usability Designer

May 2013 – July 2015

Redwood City, California

CA Technologies Process Automation SaaS

Sr. Product Designer

April 2011 – May 2013

Cary, North Carolina

IBM Emerging Technologies

Human Factors Engineer

August 2007 – January 2011

Research Triangle Park, North Carolina

iContact B2B Email and Social Media Marketing

User Experience Designer

September 2005 – August 2007

Morrisville, North Carolina

Koroberi B2B Digital Marketing

Sr. Web Developer

May 2001 – June 2005

Chapel Hill, North Carolina