Alan Underwood

AI + UX Designer | Bay Area, CA | (919) 827-3185 | in [LinkedIn](#) | alan@alanunderwood.com

I am a business-oriented **user experience designer** who specializes in bringing data-driven products to market. Throughout my career, I have brought countless ideas to life, from early-stage startups to large enterprise rollouts.

Skills

User Experience Design	User Research	Artificial Intelligence
Figma Prototyping	Storyboarding	Machine Learning
Adobe Creative Suite	HTML, CSS, JavaScript	Data Visualization
Inclusive Design (A11Y)	Python, Node.js	Tableau, SQL, R

Professional Experience

JPMorganChase   Aug. 2022 - Present
Vice President, User Experience Design   Palo Alto, CA (hybrid)

Summary: Improved the experience and productivity of technical users and engineers by caring about people's happiness, well-being, and quality of software experience
Skills: UX Design, UX Research, Figma, AI/ML, Analytics, Data Visualization

- Increased both developer productivity by and developer happiness by re-focusing from command-and-control metrics to experience metrics using the SPACE and DORA frameworks.
- Led multiple product lines and teams to product success by focusing on UX strategy, design principles, and mitigating risk by putting design up front.
- Taught, trained, and mentored hundreds of designers in Practical AI and Machine Learning

Meridian Knowledge Solutions   Aug. 2021 – Aug. 2022
User Experience Design & Research Manager   Washington, D.C. (remote)

Summary: Meridian is an Industry leading Learning Management System (LMS) with over 7M users
Skills: Enterprise Design Thinking, User Research, Quantitative Analytics, Pendo

- Implemented enterprise design thinking and tri-track agile to integrate design, research, and development within the organization in one year
- Led a cross functional team to improve the user experience for more than 7,000,000 users worldwide
- Managed designers, content strategists, and developers to bring cross-functional teams together to create the best software possible for our customers and end users resulting in being listed in the top ten LMS providers in the Forrester Wave report in Q4 2021.

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Professional Experience (Continued)

S.O.S. Pandemic Relief
Founder & Executive Director

Oct. 2019 – Aug. 2021
Oakland, CA (remote)

Summary: Used AI chat bots to help people experiencing homelessness during the COVID-19 pandemic
Skills: AI, Chatbots, UX Design, User Research, Design Thinking, Python, Machine Learning, Mobile Design

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IBM Cloud & Cognitive Software
Lead UX Designer & Prototyping Lead

Aug. 2015 – Oct. 2019
Foster City, CA (hybrid)

Summary: Designed 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

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Progress Telerik, Kendo
Principal Usability Designer, Emerging Technologies

May. 2013 – Jul. 2015
Redwood City, CA (hybrid)

Summary: Designed and built an entirely new SaaS Product Suite for cloud-based data synchronization
Skills: UX Design, Accessibility, Prototyping, User Research, HTML, CSS, JavaScript

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CA Technologies (Broadcom)
Sr. Product Designer

Apr. 2011 – May. 2013
Cary, NC (in-office)

Summary: Visual and information architecture re-design for CA Process Automation (ITPAM)
Skills: Design Systems, Visual Design, Service Design, Information Architecture, Automation

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IBM Emerging Technologies
Human Factors Engineer

Aug. 2007 – Jan. 2011
Research Triangle Park, NC (hybrid)

Summary: Designed an autonomic, self-healing server platform for small businesses, including hardware
Skills: UX Design, UX Research, Prototyping, Wireframes, Visual Design, AI/ML

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iContact Email and Social Media Marketing
Marketing & UX Designer

Sep. 2005 – Aug. 2007
Durham, NC (in-office)

Summary: Took series A startup from 5,000 to 50,000 users in two years and helped to sell it for $100M+
Skills: Marketing, Branding, Email Design, SEO/SEM, HTML, CSS, JavaScript, UX Design, UX Research

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Publications, Awards & Accomplishments

My personal products have had tens of thousands of users, saved lives, brightened people's days, and taught me more than I could have learned from any other method.

- 2024 – **Publication**: How to Get Started with AI, Medium
- 2024 – **Publication**: Kick Ass Process, Dream, Define, Recommend, Solve, Measure (DDRSM), contributing editor
- 2024 – **Training**: NN/g Decision Tradeoffs and UX Decision-Making, certification
- 2024 – **Speaker:** Planting a Random Forest: How to Navigate an Infinite Dataset by Seeing the (Random) Forest through the (Decision) Trees
- 2024 – **Speaker:** AI on the Edge: Edge Computing with Raspberry Pi
- 2024 – **Speaker:** AI + A11Y + UX: Reducing Fraud for Elderly and Vulnerable Customers with AI
- 2023 – **Publication**: Slothslohie Vol. I, a book of very slow poetry
- 2023 – **Award**: Peacemaker of the Year, HWPL
- 2023 – **Product**: Open-source Baha'i product design
- 2023 – **Speaker**: Practical AI for Designers, Amplify conference
- 2022 – **AI Model**: Papercute, a blend of design and AI
- 2022 – **Art:** Launched Flowers for Tara, my first piece of digital art
- 2022 – **Product**: Launched Ice9.ai, a novel, open-source computer vision model
- 2021 – **Product:** Re-Launched Notes and String, Anniversary Edition
- 2020 – **Product**: Launched 3D Printed PPE, open-source 3D printed PPE
- 2020 – **Keynote**: Social Impact with AI, COVIDxNOW
- 2020 – **Keynote**: S.O.S. Launch Event
- 2019 – **Leadership**: Hive Global Leaders' Summit
- 2019 – **Keynote:** S.O.S. leveraging AI and Chatbots to Help Solve Homelessness
- 2018 – **Product**: Launched Catbot Enterprise, my first enterprise AI chatbot
- 2011 – **Product:** Notes and String, a Design Thinking tool with 10,000 users
- 2010 – **Award:** Webby Award, People's Voice, IBM
- 2007 – **Press:** IntelliContact hit by rebranding madness, The Register (UK)

My portfolio and complete work history are available on alanunderwood.com