Jackie Glimp

User Experience and Product Design in Denver, Colorado

Contact

j.l.glimp@gmail.com
847-738-6716
www.jackieglimp.com

Skills

DESIGN & UX

Competitor Analysis
CSS
Design Systems
Generative User Research
High-fidelity Prototypes
HTML
Journey Maps
Rapid Iteration
Stakeholder Interviews
User Interface Design
Usability Testing
User Experience Design
User Flows
User Research
Visual Design
Wireframing

SOFTWARE

Adobe After Effects
Adobe InDesign
Adobe Photoshop
Asana
Confluence
Figma
GitHub
Jira
Lucidchart
Miro

Education

COLORADO STATE UNIVERSITY

BFA, Studio Art

Printmaking with a minor in art history. University Honors Program graduate.

IVY TECH COMMUNITY COLLEGE

Certificate, Visual Communications

Web Design concentration.

About Me

I'm a user experience designer with a track record of crafting designs that delight users while addressing customer and business objectives for B2B SaaS products.

I'm passionate about UX research and keeping my team grounded in user needs. I value collaboration, and seek to include other disciplines in the design process whenever I can.

Experience

SENIOR PRODUCT DESIGNER, Salucro Healthcare Solutions, Apr '23 – Present

Senior product designer contributing end-to-end user centered processes for a B2B SaaS healthcare payment platform.

- Founded company UX research program to incorporate generative research and evaluative testing into the software development life cycle as a means of identifying opportunities and reducing risk.
- Produced medium and high-fidelity mocks and prototypes to communicate solutions as the sole designer supporting three experience teams.
- Created Salucro's Unified Design Language to standardize experiences across three user portals, and coordinated with engineering to develop React components.
- Led bi-weekly design reviews with the product management team to align on solutions, proactively seek feedback on designs, and facilitate conversations about design related topics.
- Owned UX roadmap and strategy with input from product management.

PRODUCT DESIGNER, Workday, Mar '21 – Mar '23

Design lead for an agile product team building presentation and notification authoring tools for the Productivity Suite. Focused on improving product UX and identifying opportunities to grow and retain customer base by centering user needs through research.

- Produced high fidelity screens and prototypes and iterated quickly.
- Led multidisciplinary teams end-to-end through customer research, including formulating hypotheses and research questions, conducting interviews, and synthesizing findings.
- Owned UX roadmap and strategy with input from engineering and product management.
- Led scrum team through weekly reviews of research findings and designs to align on solutions and collectively iterate on new features.
- Held monthly UX pairing sessions to educate and peer-mentor engineering teammates.

SENIOR DESIGNER, Dominion Dealer Solutions, Jan '17 – Nov '20

Graphic and UX designer for Activator DS marketing automation platform. Focused on scaling email marketing product and improving experiences for the client services team.

- Designed and shipped a highly-requested email WYSIWYG and template library to allow non-technical users to create custom email campaigns.
- Conducted user research to gather requirements, validate designs and evolve a complex product.
- Led the design of email template library templates.

ADJUNCT FACULTY, Ivy Tech Community College Visual Communications, Jan '15 – May '17

Teacher for 16-week visual communications courses with 12-16 students per section.

- Improved students' understanding of typography, layout, and design principles via lectures, lab exercises, and design critiques.
- Helped students execute their design visions by instructing them in Adobe Creative Cloud.