

# Jackie Glimp

*User experience-focused product generalist in Denver, Colorado.*

## Contact

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## Skills

### User Experience

AI-accelerated UX  
Competitor analysis  
CSS  
Design systems  
Generative user research  
High-fidelity prototypes  
HTML  
Journey maps  
Product discovery  
Rapid iteration  
Stakeholder interviews  
User interface design  
Usability testing  
User flows  
User research  
Visual design  
Wireframing

### Software

Asana  
Claude code  
Confluence  
Copilot  
Copilot Studio  
Figma  
GitHub  
Jira  
Lucidchart  
Visual Studio Code

## Education

### Colorado State University

BFA, Studio Art  
*University Honors Program graduate*

### Ivy Tech Community College

Visual Communications  
*Web Design*

## About Me

I'm a user experience and product generalist with a track record of solving problems and crafting designs that delight users.

I'm passionate about people and continuous improvement. I keep my teams grounded in the reality of business constraints, technology, and user needs while pushing for excellence.

## Experience

**Senior Product Designer**, U.S. Bank Enterprise Healthcare, Aug '24 – present  
*Senior UX contributor leading multi-disciplinary teams to solve problems and increase revenue for an enterprise healthcare payments platform.*

- Successfully led product partners through discovery, design, and user testing to deliver high-priority redesigns of internal tools and increased UMUX Lite scores by over 40% from “Poor” to “Excellent”.
- Introduced use of gen-AI prototyping for usability testing to gain insights faster and test complex interactions.
- Developed custom CoPilot agent to aid in producing and iterating on UI copy, resulting in a 3x increase in speed.
- Led discovery sessions, workshops, and reviews with product, engineering, and operations partners to define problems and align on solutions.
- Owned UX roadmap and strategy for the Enterprise Healthcare vertical.

**Senior Product Designer**, Salucro Healthcare Solutions, Apr '23 – Aug '24

*Senior UX practitioner developing and contributing end-to-end user centered processes for a B2B SaaS healthcare payments platform.*

- Founded UX research program and incorporated UX research into the SDLC to identify opportunities and reduce risk.
- Created Salucro's Unified Design Language to standardize experiences across three user portals, and coordinated with engineering and product management to develop React components.
- Developed company accessibility standards and design best practices.
- 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. Focused on improving UX and identifying opportunities to grow and retain customer base through research.*

- Led teams end-to-end through UX research, including formulating hypotheses and research questions, sessions, and synthesis.
- Owned UX roadmap and strategy with input from engineering and product.
- Led scrum team through weekly reviews of research findings and designs to align on solutions and collectively iterate on new features.
- Held regular UX pairing sessions to peer-mentor engineering partners.

**Adjunct Faculty**, Ivy Tech Community College, Jan '15 – May '17

*Teacher for 16-week design courses with 12-16 students per section.*

- Taught typography, layout and design principles via lectures, labs, and design critiques.