

JAMIE JAVIER GRANT

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USER EXPERIENCE AND PRODUCT DESIGNER

A Creative Lead UX Designer with over a decade of experience developing digital platforms, custom tools and strategies for Fortune 500 companies in travel, retail, financial services and healthcare. Thrives on team collaborations that builds a strong rapport and successful project outcomes. Excels at problem solving and approaches every project with an optimism and pragmatism that comes from being a UX professional. Embraces the challenge of creating simple user-friendly solutions from complex systems.

SKILLS

Team Project Management

Solutions Delivery

Agile and Lean Methodologies

Cross-disciplinary Collaboration

UX Principles

Design Thinking

Sketching

Problem Solving

Concept Modeling

User Experience Research and Testing

Information Architecture

Wireframing and Documentation

Interaction Design and Prototyping

User Interface and Visual Design Direction

Design Systems and Style Guides

Accessibility Standards

EXPERIENCE

Bounteous, Chicago, IL

2024-2025

End-to-end digital transformation services consultancy.

Director of User Experience (Contract)

Discovery and persona development to optimize the retail experience for Subaru North America.

Review key internal web platforms, to assess use case and efficiency.

- Conducted user interviews with key retail roles' to develop personas and key findings on their top task and jobs.
- Workshop with stakeholders to strategize opportunities for an internal Subaru platform.
- Developed high level design concepts from the use case flows, providing solutions and strategies to benefit retail employees.
- Contribute solutions prioritize use cases for a future state roadmap.

PublicsSapient (SapientNitro, SapientRazorfish), Chicago, IL

2013 - 2024

Global digital business transformation company.

Lead Experience Designer, 2020 – 2024

UX/Creative project lead, supervised over deliverables and development execution while fostering a collaborative environment with creative, engineering, and client teams.

- Designed and developed complex transactional flows for web and custom tool applications.
- Created designs systems and strategies for CMS Platforms for Multi brands setups to global internal communication tools.
- Manages teams from 2-5 designers and engineers across multiple accounts and projects
- Managed and mentored early career onboarding program.
- Key Clients: Marriott, Nuveen, St. Luke's (Healthcare System), McDonald's, Genentech, Polaris

PublicsSapient (SapientNitro, SapientRazorfish), Chicago, IL cont.

Senior Associate UX Designer, 2013 – 2019

Designer working across creative and engineering teams, representing the user throughout the design and development of enterprise scale platforms.

- Worked with clients during discovery to create vision statements and defined scope of work for implementation.
- Explore concept models and user/process flows to understand the user journey
- Create UX documentation of wireframes/prototypes for platform interface design and communicating that documentations to the client and across teams
- Executed multi brand enterprise content management systems, mobile app features and optimization, marketing campaign user flows, dashboards
- Key Clients: Walmart.CA, McDonald's, John Deere, FCA (Stellantis), ASR Group, J.M. Smuckers, Devry University, Abbott

Duo Consulting, Chicago, IL

2011 – 2013

Web development agency.

Interaction Designer

Designer working across teams of developers specializing in the visual and creative implementations of our projects.

- Execute UX and content strategy methods to establish project goals and develop information architecture.
- Apply Visual Design with full understanding of strategic requirements and assured quality through all development phases for client and internal projects.
- Direct project concepts and visual execution. Created scalable design systems and frameworks for distributed content management.
- Dictate style guides and templates to guide front-end development.
- Key Clients: Clients and projects included health care organizations, professional services, education, Non-profit, social networking platforms.

EDUCATION

Bachelor of Fine Arts (Communication Arts, Multimedia/Digital Design)

Art Academy of Cincinnati, Cincinnati, Ohio

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS

NNg UX Certified – Nielsen Norman Group 2023

SAFe Agileist – Scaled Agile, Inc. 2023

Accessibility Fundamentals - Disabilities, Guidelines, and Laws – Deque University 2021

Design Strategy and Design Research – UX Intensive Workshop by Adaptive Path 2012

PORTFOLIO

Portfolio is presented in a Figma Prototype, desktop browser is recommended for viewing and please allow a moment for graphics to load.

[**JJG Portfolio**](#)