

James Weaver

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UX Specialist & Usability Analyst

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BUSINESS GOAL

Help global businesses define and better understand their business goals and opportunities by crafting a specific research methodology which focuses on their digital audience and end users.



WORK EXPERIENCE

UX Design Consultant - UX Sprint Lab

UX Research and Design Lab
Nov 2018 - Present

Create UX standards and processes for enterprise organizations. Lead in-house UX teams in discovery, design, and user testing for multi-billion dollar organizations. Help teams create a shared understanding and apply industry standards to their digital designs.

UX Design Lead - NetJets

Private Jet Service
Mar 2016 - Nov 2018

Led the discovery, design, and testing efforts for various teams and departments. Set up and led discovery workshops, design sessions, user studies, as well as manage several aspects of the design and front-end development phases. Create and manage a team of designers in an Agile environment.

Senior Product Owner - JPMorgan Chase

Retail Bank Innovation Team
Oct 2015 - Mar 2016

Led the research and competitive analysis phase for the Branch of the future. Helped manage UX related backlog items for a banker tablet which connected to the ATM devices for managing remotely and helping customers interact with the ATM.

UX Design Lead - JPMorgan Chase

Retail Bank UX Team
Feb 2011 - Oct 2015

Managed a team of designers and front-end developers to take concepts from sketch/whiteboard to wireframes and fully functioning prototypes to gain feedback from executives and end-users during and after the evaluative phase.



EDUCATION

Human-Computer Interaction

Master of Science
DePaul University, 2015

Certified Usability Analyst

Certification
Human Factors International, 2012

Management Information Sciences

Bachelor of Science
Franklin University, 2010



PROJECTS

UX Lead

Aircraft Recovery Systems

Managed the discovery and design efforts for the Scheduling and Operations department's aircraft recovery systems.

UX Lead

Catering & Onboard Amenities

Designed an ordering system for internal employees to order onboard catering for passengers.

UX Lead

Safe Deposit Box System (Patent Pending)

Consolidated 2 web apps and 3 green screen systems into a single web app for 5 user groups, including bankers and back office personnel.



TOOLS & METHODS

Tools: Sketch, InVision, Figma, Photoshop

Methods: Contextual inquiry/interviews, heuristic reviews, card sorting, whiteboard/sketch concepts, define UX strategy, storyboard ideas, persona creation, user testing, user journey maps.