


# Alan D. Underwood

UX+AI Designer | Bay Area, CA | (919) 827-3185 |  [LinkedIn](#) | [adunderwood@gmail.com](mailto:adunderwood@gmail.com)

My complete work history and portfolio is available at [alanunderwood.com](http://alanunderwood.com)

**Summary:** I am a **passionate** user experience **leader** with 20+ years working with **major brands**. I believe that **happy** users are more **productive** and more **profitable**.

## Skills

Design Thinking

Figma Prototyping

Adobe Creative Suite

Fusion 360, 3D CAD

DevOps + CI/CD

User Experience

User Research

Data Visualization

Accessibility

Quantitative Analytics

Artificial Intelligence

Machine Learning

Computer Vision

HTML, CSS, JavaScript

Python, NodeJS, SQL

## Professional Experience

### JP Morgan Chase

Aug. 2022 - Present

Design Lead: VP Integrated Engineering Portal


Palo Alto, CA

**Summary:** Increased happiness leads to increased productivity

**Skills:** CI/CD, UX Design, UX Research, Figma, AI/ML, Analytics, Data Visualization

- Improved the productivity of over 40,000 developers by connecting developer happiness to developer productivity. Designed and implemented internal DevOps applications: reporting, KPIs, research, and prototyping using the SPACE framework and DORA metrics.
- Increased operational efficiency by 30% by improving developer test plan UIs.
- Contributed to design process improvements by focusing on growth metrics and application goals, standardizing our design practice across the team including design thinking best practices and introducing storyboards to our practice to build empathy.
- Designed, developed, and evangelized AI including Machine Learning and generative AI.

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## Meridian Knowledge Solutions

LMS Design Manager

Aug. 2021 – Aug. 2022

Washington, D.C. (remote)

**Summary:** Fact-based decision making

**Skills:** Design Thinking, User Research, Quantitative Analytics

- Implemented Enterprise Design Thinking company-wide including a harmonized set of principles and practices to inform design in an agile environment.
- Managed a team of designers, researchers, and content writers for a large LMS product.
- Brought in both quantitative and qualitative user research to allow us to measure the impact and ROI of design decisions.

## S.O.S. Hacking Homelessness

Founder, CEO

Oct. 2019 – Aug. 2021

Oakland, California

**Summary:** Helping people with AI

**Skills:** Human Centered Design, User Research, Design Thinking, AI/ML, Python, NodeJS

- Using AI and ML in the form of SMS chat bots, we collected in-situ information from people experiencing homelessness, including mental health and addiction pre-screening.
- Advocated for our users all the way to the U.S. Congress. I took user stories that we collected from the street to the user's local representatives and their state's senators.
- Made an impact: we got more than a dozen people off the street and into permanent housing and fed over 100 people in partnership with our local community.

## IBM Cloud and Cognitive Software

UX Design & Prototyping Lead

Aug. 2015 – Oct. 2019


Foster City, California

**Summary:** Open-Source Design

**Skills:** UX Design, CI/CD, Data Visualization, Figma Prototyping

- UX Design: Designed two open-source products and two internal products while overseeing and coordinating with development teams for implementation.
- Integrated workflow on open-source products to connect PM, dev, design, and end users!
- Evangelized and trained product teams on machine learning and cognitive capabilities.
- Mentored and trained junior designers and developers in design thinking methodology.

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## **Progress** B2B SaaS Product Suite

Principal Usability Designer

May 2013 – Jul. 2015

Redwood City, California

**Summary:** User Centered Design is better design

**Skills:** UX Design, Figma Prototyping, User Research, HTML, CSS, JavaScript

- Led the Progress Pacific redesign as well as designing multiple product interfaces.
- Prototyped everything — from napkin sketches and wireframes to super high-fidelity and full functionality coded prototypes.
- Shaped the strategy for a unified user interface across all Progress Pacific products and presented it to a live audience of hundreds of people.

## **CA Technologies** Process Automation

Sr. Product Designer

Apr. 2011 – May. 2013

Cary, North Carolina

**Summary:** Prototyping makes a company-wide impact

**Skills**

- Led the redesign of Process Automation including mapping, design, research, and testing
- Standardized UI design, end-to-end, across all phases of design.
- Application mapping, card sorting, personas and traditional information architecture tools.
- Wireframing, prototyping, and implementation.

## **IBM** Smart Business

Human Factors Engineer

Aug. 2007 – Jan. 2011

Research Triangle Park, North Carolina

**Summary:** Improving business process success with AI, Autonomics, and Automation

**Skills:** UX Design, UX Research, Prototyping, Wireframes, Visual Design, AI/ML

- Comprehensive user experience across all Smart Business product UIs and web properties while maintaining consistent branding style, and interface guidelines and design patterns.
- Paper, wireframe, HTML, PDF & Balsamiq prototyping to support team initiatives.
- Reporting to executives and decision-makers, coordinating with product teams.

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