


ALAN UNDERWOOD

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

Skills

Product Design

Design Systems

Figma, Sketch

AI-Assisted Workflows

User Research

Systems Thinking

Adobe Creative Suite

Data Visualization

Rapid Prototyping

Accessibility - WCAG2, 508

Wireframing & Storyboarding

HTML, CSS, JavaScript

Professional Experience

Ice9.ai

Founder

May 2025 – Present

San Mateo, California

Summary: Launched AI-powered content moderation platform addressing SMB market gap, leading end-to-end product design, development, and go-to-market strategy with angel funding

Skills: Product Design, Product Strategy, AI/ML, Python, PyTorch, Rapid Prototyping, Cloud Architecture

- Secured angel investment and launched pilot programs with SMB customers, addressing underserved market segment overlooked by enterprise-focused moderation solutions
- Developed multi-model consensus system achieving sub-10% hallucination rates across 145,000+ image dataset, enabling accurate automated content moderation at SMB price points
- Built cloud-native architecture enabling scalable, cost-effective deployment through NodeJS and Python SDKs tailored for small business integration

JP Morgan Chase

VP Design, User Experience Lead - Global Technology

August 2022 – May 2025

Palo Alto, California

Summary: Improved developer experience and productivity of more than 50,000 technical users and engineers by driving efficiency gains and reducing redundancy in production systems

Skills: Figma, User Experience Design, User Research, Data Visualization, Tableau, AI/ML, ServiceNow

- Drove \$5M+ in cost savings by optimizing developer workflows, projected to save millions of production hours over a five-year period
- Led multiple product lines with strong UX strategy, Figma design, and rapid prototyping
- Managed a team of junior to mid-level designers and researchers, delivering multiple concurrent projects across Global Technology's internal application portfolio
- Designed and built full-stack DORA metrics implementation (deployment frequency, lead time, MTTR, change failure rate), deployed across the enterprise to measure developer effectiveness on customer-facing features

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Meridian Learning Management System

User Experience Manager

August 2021 – August 2022

Washington, D.C. (remote)

Summary: Transformed design velocity and team collaboration for 7M+ user platform through agile workflows and cross-functional leadership

Skills: Figma, UX Design, User Research, Design Thinking, Agile Methodologies, In-App Analytics

- Led cross-functional teams of designers, content strategists, and developers to elevate product quality, contributing to Meridian's recognition as a top 10 LMS provider in the 2021 Forrester Wave
- Reduced implementation time from six months to two weeks by establishing agile design workflows and data-driven feedback loops across Meridian's customer base
- Unified distributed design and content teams across the organization, building cross-functional collaboration and company-wide engagement through regular playbacks and iterative improvements

S.O.S. Non-Profit

Co-Founder

October 2019 – August 2021

Oakland, California

Summary: Co-founded and funded an AI-powered non-profit organization, building a conversational SMS platform that provided food, housing, and document recovery support to hundreds experiencing homelessness during COVID-19

Skills: AI, Machine Learning, UX Design, User Research, Design Thinking, Python, Mobile Design

- Designed and built conversational AI system using Python and machine learning, enabling SMS-based support at 100:1 conversation-to-volunteer ratio and national scale operations
- Provided direct aid to hundreds of individuals including meal delivery, housing assistance, and identity document recovery through AI-assisted case management
- Advocated for homelessness policy reform with Congressional representatives and at United Nations Foundation forums

IBM Cloud & Cognitive Software

User Experience Design & Prototyping Lead

August 2015 – October 2019

Foster City, California

Summary: Led UX design for Tekton and IBM's open-source developer tools, improving CI/CD pipeline and microservices deployment experiences

Skills: UX Design, UX Research, Design Thinking, Design Systems, Data Visualization, Prototyping

- Designed open-source developer tools for CI/CD platform and related microservice development tools, achieving 50,000+ downloads and 500+ GitHub forks
- Drove 500% increase in adoption by conducting user research through developer interviews, GitHub community engagement, and competitive analysis, informing innovative features including IDE plugins and enhanced CLI tools