Jason Gillard

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Accomplishments

- Led product design and UX for IoT for smart home products
- Translated insights and strategy into concept prototypes to communicate vision through your artifacts
- Designed customer experience (CX) for Healthcare group enrollment portal
- Used a range of methodologies (design research, collaborative work sessions, prototyping) to deliver user centric results
- Provided design/UX direction for development, testing, and refinement of digital prototypes

Skill Set

Lean UX, Visual Design, Wireframes, Design Management, Mentoring, Usability Testing, Personas, Site Maps, User Research, Use Cases, User Stories, Competitive Analysis, Comparative Analysis, Card Sorting, Interaction Design, Information Architecture, Prototyping, Creative Briefs, Mobile User Experience, Moderated Testing, Explorative Testing, Design Surveying

Technical Skills

InVision, Sketch, Figma, Overflow, Axure, Adobe XD, UserTesting,com, Atlassian JIRA, Confluence, Photoshop, Adobe CC, Bootstrap, Wordpress, Microsoft Office 365, JavaScript, ADA Compliance, OKTA, Zenmonics, Agile Certified, Lean UX, Design Thinking

Employment History

User Experience (UX) Design Manager
Hancock Whitney Bank - New Orleans, LA | 2020 - Present
- Create UX strategy for mobile banking and online banking applications
- Lead user research efforts and integrate with established product design cycle
- Design roadmaps that help drive strategic definition of the desired experience
- Lead and contribute to projects through discovery, synthesis, ideation, design, and testing of new product and service concepts
- Develop new product/feature concepts
- Managed and mentored UX designers and front-end UI developers

User Experience (UX) Design Manager
Leviton - New Orleans, LA | 2016 - 2020
- Led UX Design efforts for smart home and industrial IoT products
- Designed Apple iOS HomeKit mobile app for HomeKit IoT lightswitch
- Worked with product managers and developers to architect and produce digital experiences
- Designed patented Alexa enabled in-wall IoT dimmer and accompanying app
- Built My Leviton (400k+ users) ecosystem and multimodal smart home experience with team of developers and product managers
- Managed and mentored UX designers, graphic designers and front-end UI developers

Senior User Experience Designer
Blue Cross Blue Shield of Louisiana - Baton Rouge, LA | 2015 - 2016
- Lead UX Designer on Agile Team building Health Insurance Group Enrollment Tool
- Worked with Product Managers to design and plan roadmap for Group Insurance Enrollment Tool
- Created Interactive prototypes using InVision, Axure, Adobe CC, and Visual Studio for coding
- Demoed product for key stakeholders at end of each Sprint in an Agile Environment

Visual Designer & User Experience Designer

California Costume Collections - Los Angeles, CA | 2010 - 2014

- Acted as Product Manager for web and mobile projects
- Designed & implemented annual Drupal themes and revised taxonomy for B2B website
- Interviewed customers during site planning user research phases
- Managed developers and production artists for web and print catalogs

Visual Designer & User Experience Designer

Compeat Restaurant Management Systems - Austin, TX | 2006 - 2010

- Participated in Use Case Study and Analysis with Truluck's Restaurant for catering application
- Designed corporate branding system for hospitality software company
- Designed and managed communication with HTML email strategy, wireframes, templates, A/B testing
- Delivered wireframes, hi-fidelity mockups, and functional prototypes to developers, stakeholders and national sales team

Recommendations

"Jason has been a fantastic contributor to the LA UX Community. I have known Jason via LA UX Meetup Group, where he is part of the leadership team. He has a very positive, can-do attitude and is passionate about creating a better UX community in LA. He has been very gracious and dependable in volunteering his time and effort repeatedly and is a huge asset to the leadership team."

Priyanka Kakar, User Experience Director, The Walt Disney Company

"Jason's energy and creative insight have been a great contribution to the LA UX Meetup Group. Since joining the leadership team he's helped us grow our social channels, especially video, and is always willing to take on a challenge. Thanks to Jason, our volunteer group has become a standard bearer of the industry. He's a versatile and talented digital designer with a passion for User Experience and a dedication to quality. He's an awesome addition to the team."

Chris Chandler, Director of Product Strategy, Philosophie

"Jason was a great student who took an elective with me in storyboarding for Motion Design. He tackled the projects with intelligence and passion. His skills grew quickly over the course of the quarter and he displayed enthusiasm at all stages of production. He has a keen eye for detail and a great attitude always."

Dominique Elliott, Professor of Motion Media Design, Savannah College of Art and Design

Education

- **Masters of Art** (MA), Interactive Design & Game Development, Savannah College of Art and Design (SCAD), Savannah, GA
- **Bachelors of Art** (BA), Fine Art, University of New Orleans, New Orleans, LA
- **Human-Computer Interaction**, Stanford University, Corsera Online
- **Gamification,** University of Pennsylvania, Corsera Online

Certifications, Groups, Activities

- **Agile Certified Professional** (ACP), ICAgile
- **Design Thinking**, Insights for Innovation, **IDEO** U
- **IxDA**, Interaction Design Association
- **SCAD** Alumni Association