

Stephen Bowman

Senior UX Designer

Seasoned UX professional with over seven years of experience delivering innovative design solutions for major clients like Google, Janssen, BP, ANA, and United Airlines. Expert in Figma, design thinking methodologies, and aligning design with business strategy. Proven leadership of cross-functional teams, stakeholder presentation, and business development through strategic communication and user-centered design.

EXPERIENCE

IBM, Chicago, IL

Senior UX Designer

Feb 2018 - Present

- Led DHCS cloud migration UX workstreams, optimizing interfaces and guaranteeing a successful transition ahead of the 2025 target.
- Managed project timelines with Agile methodologies, boosting team collaboration and meeting crucial milestones.
- Directed the transition from Adobe XD to Figma, enhancing team productivity and collaboration and increasing design output by 20%.
- Innovated Google's customer care dashboard, integrating Salesforce and AI to elevate inquiry management and customer satisfaction by 25%.
- Orchestrated design thinking workshops that refined agent workflows, reducing resolution times by 30%.
- Developed the UX for Janssen Carepath, achieving FDA compliance and increasing user engagement by 15%.
- Created a scalable Figma-based design system, the key to renewing IBM's contract.
- Designed the user-centric MVP for BPme's food pre-ordering feature, resulting in a multimillion-dollar development investment.
- Led ANA's global website redesign with multicultural UX strategies, securing a significant commitment and revenue increase.
- Streamlined AT&T's customer experiences by revamping rate plans, achieving a 40% increase in customer satisfaction.

Yelp, Chicago, IL

Associate Account Executive

Feb 2016 - Aug 2016

- Conducted 200+ advertising product demos across North America, generating \$20,000 in revenue.
- Managed high-volume outreach, establishing 20-30 new account prospects daily.

W.W Grainger, Lake Forest, IL

Social Media Intern

May 2013 - Aug 2014

- Expanded online followers tenfold to over 100,000.
- Implemented digital marketing strategies enhancing brand presence and engagement.

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SKILLS & SOFTWARE

- Strategy & Competitive Analysis
- Usability Testing & Prototyping
- Visual & Interaction Design
- Heuristics Evaluation & Product Management
- User Journey Mapping & Data Visualization
- Experience Design Strategy & User Research
- Proficient in Figma, Illustrator, Photoshop, Agile, Lean Design Thinking, Salesforce, Adobe XD, Sketch, InVision

EDUCATION

Miami University

Bachelor's of Science
Political Science and
Government

Minor in Entrepreneurship

Oxford, OH
Jan 2015

Certifications

General Assembly –
User Experience
Design Program
2017

Salesforce –
User Experience
Designer
2021