Justin Duel James

Product designer, manager, leader. Driven to craft intuitive experiences and cultivate the best in my team by fostering a collaborative and effective culture to inspire their best work.

EXPERIENCE

Rivian Automotive

SENIOR UX MANAGER // 2020 - 2023

- Led product design for a facilities project management tool, successfully launching the platform in ten months with 28k+ unique visits and 10k+ completed project tasks within the first year.

- Managed and contributed design for end to end service and support ecosystem while maintaining the pace of design delivery through organizational restructuring and a reduction in force. Launched multiple critical product features ahead of schedule while maintaining team morale.

- Built and implemented a foundational enterprise product design system that ensured an over-delivery of user expectations while improving the time to launch new product functionality.

Corewell Health

LEAD UX DESIGNER // 2018 - 2020

- Built a unified patient portal experience to address shortcomings in patient access to electronic health records. The redesign boosted customer satisfaction/Net Promoter scores significantly.

- Deployed a robust design system to be leveraged across all digital product spaces optimized to be responsive across devices

- Facilitated discovery workshops toto align stakeholders around core member experiences for the portal redesign.

IBM Watson

SENIOR UX DESIGNER // 2016 - 2018

- Designed scalable dialog and analytics workflows for enterprise-grade AI powered conversational interface platform.

- Transitioned product to Carbon Design System optimize for consistency and scalability in a growing app ecosystem.

- Planned and executed cognitive walkthrough workshops facilitated in-person alongside key international business partners.

Consumer Financial Protection Bureau

DIGITAL PRODUCT DESIGNER // 2013 - 2016

- Crafted responsive digital products to address the diverse use-cases of the American public.

- Fostered and enhanced the adoption of Agile processes for a distributed design team. System enabled the development of highly efficient and adaptable workflows.

- Founded an open source design system utilized by government agencies and municipalities. Focused on improving the availability and scalability of new technology.

EDUCATION

Grand Valley State University

BACHELOR OF FINE ARTS IN GRAPHIC DESIGN

- Graduated Dean's List
- AIGA student chapter mentor

SKILLS

Certifications

UX Certification — General Assembly
IBM Design Thinking Practitioner Certification
Scrum Master Certification

Competencies

Product Design • Management • UI Design • User Research • Journey Mapping • Wire framing • Information Architecture • Prototyping • Usability Testing • Motion • Agile Development • Design Systems • Accessibility

Technologies

Figma • Sketch • InVision • Marvel • Mural • Principal • FullStory • UserTesting.com • Adobe CC (XD, Illustrator, Photoshop, After Effects, Premiere) • HTML • CSS • GitHub • Jira • Confluence • SmartSheet

CAREER GROWTH

■ Experience   ■ Interest

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