

# ADAM TELLER

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## OVERVIEW

Creative, human-centered Product Designer with 7+ years of experience delivering scalable, accessible digital products across banking, fintech, real estate, and healthcare. Combines engineering and psychology background with deep experience design, Design Systems, and prototyping (Figma) to solve complex user and business problems. Strong cross-functional collaborator focused on research-informed product strategy, service design, and applying emerging technologies to improve experiences at scale.

## WORK EXPERIENCE

### Senior Associate Product Designer

JPMorganChase | Palo Alto, CA | August 2023 - Current

- Experience lead for User Management, leading the full design lifecycle from low-fidelity concept ideation, user flows, journey maps, and service blueprints to high-fidelity visuals, Figma prototypes, and hand-off to engineering
- Led requirements workshops with stakeholders, subject-matter experts, and project managers to align customer needs, business objectives, and technical constraints with product strategy
- Facilitated design workshops with UX designers, researchers, and content writers to co-create solutions, synthesize research insights, and iterate on interaction and service design
- Designed an AI-powered developer chatbot prototype, leveraging emerging technologies to streamline DevOps workflows can reduce error resolution time
- Led Agile ceremonies as Scrum Master, aligning a 15-member cross-functional design and research team and improving delivery cadence
- Co-developed a centralized developer portal used by 40,000+ engineers, 70,000+ technologists, streamlining app deployment and resource access and improving internal tools.
- Collaborated on a cross-functional team to design and ship an end-to-end deployment pipeline experience within a 6-sprint cycle, partnering closely with engineering to translate product vision into technical specifications for deployment authorization, policy services, and real-time log visibility.
- Mentored interns through personalized UX learning plans, hands-on exercises, and ongoing performance feedback

### Senior UI/UX Designer

Aston Carter | Chicago, IL | August 2022 - August 2023

- Designed a modernization metrics portal and cloud-migration tracking platform for JPMorganChase to support enterprise modernization initiatives; improvements contributed to an 8% increase in CSAT within one quarter
- Applied mixed-method research (user interviews, Adobe Analytics) to redesign key user flows, improving usability and task efficiency based on data and qualitative insights
- Drove cross-team design consistency by leading design-system syncs, contributing reusable components and standardized UX patterns.
- Mentored junior designers in research synthesis, wireframing, and stakeholder communication to raise team design maturity
- Delivered executive-ready design summaries and data-backed UX recommendations using clear visualizations to influence product decisions

### UI/UX Designer

Transactly | St. Louis, MO (Remote) | January 2021 - May 2022

- Led design of the agent dashboard experience, reducing onboarding by over 60% through Single Sign-On (SSO) integration and workflow automation (automating repetitive steps in user set-up), increasing user activation and efficiency
- Conducted competitive analysis and user research to define personas (archetypal user profiles), journey maps (visual stories of user interactions), and product strategy
- Created high-fidelity wireframes (detailed digital blueprints for layout) and interactive Figma prototypes (clickable models for usability testing) and collaborated with engineering on implementation using iterative design thinking (continuous improvement through repeated user feedback)
- Maintained design documentation and style guides (rules for consistent look and feel) to ensure consistency and support scalable development
- Partnered with marketing and product teams to design responsive web layouts (designs that adapt to device size), pricing pages, and email templates
- Initiated and analyzed user surveys to guide product iterations (new and improved versions) and prioritize improvements

### **UI/UX Designer**

3WON | Naperville, IL | June 2018 – January 2021

- Designed and implemented a streamlined UI for internal data specialists and clients, improving navigation and reducing user frustration across the platform
- Facilitated stakeholder workshops, requirements gathering, and user testing sessions to align product decisions with user needs and business goals
- Championed usability standards and collaborated with developers to implement scalable, accessible interfaces (WCAG 2.1)
- Defined new business rules and contributed to bot-technology development, increasing system automation and internal efficiency

### **CORE SKILLS & TOOLS**

- **Design & Research:** Experience Design, Product Design, Service Design, Design Systems, Journey Mapping & Service Blueprints, Interaction Design, Prototyping (low to high-fidelity), Usability Testing, Accessibility (WCAG 2.1), Mixed-Methods Research
- **Data & Analytics:** Adobe Analytics, Data-Driven UX, Surveys (SurveyMonkey)
- **Tools:** Figma, Sketch, Adobe XD, Miro, Lucidchart, Adobe Illustrator, Adobe Photoshop, Adobe After Effects, Adobe Premiere Pro, Final Cut Pro
- **Collaboration & Delivery:** Figma, Jira, Confluence, Agile / Scrum
- **Development Knowledge:** HTML, CSS, JavaScript, Java, MySQL
- **Emerging Tech:** Conversational UI / chatbots, prototyping with modern tooling
- **Domain Experience:** Banking, Fintech, Healthcare, Real Estate

### **EDUCATION**

#### **University of Missouri – Columbia**

Bachelor of Science in Information Technology – May 2018

Minors: Computer Science & Psychology