James Weaver

UX Specialist & Usability Analyst

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BUSINESS GOAL

Help global businesses define and better understand their business goals and opportunities by crafting a specific research methodology which focuses on their digital audience and end users.

WORK EXPERIENCE

CXO - UX Sprint Lab
UX Design Research and Design Lab
Nov 2018 - Present

Create UX standards and processes for enterprise organizations. Lead teams in discovery, design, and user testing for multi-billion dollar organizations. Help teams create a shared understanding and apply industry standards to their digital designs.

UX Design Lead - NetJets
Private Jet Service
Mar 2016 - Present

Lead the discovery, design, and testing efforts for various projects and departments. Set up and lead discovery workshops, design sessions, user studies, as well as manage several aspects of the design and front-end development phases. Create and manage in-house style-guide as well as 2 or 3 projects in an Agile environment.

Senior Product Owner - JPMorgan Chase
Retail Bank Innovation Team
Oct 2015 - Mar 2016

Lead the research and competitive analysis phase for the Branch of the future. Helped manage UX related backlog items for a banker tablet which connected to the ATM devices for managing remotely and helping customers interact with the ATM.

UX Design Lead - JPMorgan Chase
Retail Bank UX Team
Feb 2011 - Oct 2015

Managed a small team of designers and front-end developers to take concepts from sketch/whiteboard to wireframes and fully functioning prototypes to gain feedback from executives and end users during and after the evaluative phase.

EDUCATION

Human-Computer Interaction
Master of Science
DePaul University, 2015

Certified Usability Analyst
Certification
Human Factors International, 2012

Management Information Sciences
Bachelor of Science
Franklin University, 2010

PROJECTS

UX Lead
Aircraft Recovery Systems
Managed the discovery and design efforts for the Scheduling and Operations department's aircraft recovery systems.

UX Lead
Catering & Onboard Amenities
Designed an ordering system for internal employees to order onboard catering for passengers.

UX Lead
Safe Deposit Box System (Patent Pending)
Consolidated 2 web apps and 3 green screen systems into a single web app for 5 user groups, including bankers and back office personnel.

METHODS

Contextual inquiry/interviews, competitive analysis, heuristic evaluation, card sorting, whiteboard/sketch big picture concepts, define UX strategy, storyboard ideas, persona creation, user testing