

STEPHEN BOWMAN

SENIOR UX DESIGNER & PRODUCT DESIGNER

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PROFESSIONAL SUMMARY

Senior UX & Product Designer with extensive experience leading transformative projects across healthcare, technology, aviation, and energy sectors. Expert in delivering compliant, scalable, intuitive digital experiences, leveraging AI integration, extensive user research, and data-driven methodologies. Drives operational efficiencies and secures multimillion-dollar contracts for enterprise clients through expert UX and product design.

SKILLS

Product Strategy: Feature Prioritization, AI Integration & Process Automation, Stakeholder Alignment, Data-Driven UX Decisions, Product Roadmap Development

UX Research & Design: User Interviews & Surveys, Usability Testing & Validation, Wireframing & Prototyping (low to high fidelity), Heuristic Evaluations & Competitive Analysis, Data Visualization & Ethnographic Research

Design Systems & Accessibility: Scalable UI Component Libraries, Responsive Web & Mobile Design, WCAG 2.1 Accessibility Compliance, Pattern Libraries & Style Guides, Design Systems Management (Figma)

Methodologies: Agile (Scrum, Lean), Design Thinking Workshops, User-Centered Design, Iterative & Experimentation-Driven Design

Design Tools: Figma, Adobe XD, Sketch, InVision, Illustrator, Photoshop

Certifications: Salesforce UX Design Certification (2021)

Collaboration & Leadership: Stakeholder Communication, Cross-Functional Facilitation, Workshop Leadership, Mentorship, Developer Collaboration Design-to-Code Handoff, Design Tokenization

PROFESSIONAL EXPERIENCE

IBM – Senior UX Designer

Chicago, IL | February 2018 – March 2024

Designed and delivered enterprise-scale, AI-powered digital solutions and automated workflows for healthcare, technology, and industrial clients, spanning both the driver experience and the admin experience. Led cross-functional teams to create scalable, intuitive user experiences that drive operational efficiency and deliver significant business results.

Key Projects: California Department of Health Care Services (DHCS) | UX Designer | Jan 2023 – Mar 2024

- Directed UX strategy for cloud migration of hundreds of applications, focusing on usability and accessibility to maintain service continuity.
- Established a scalable enterprise-wide design system in Figma, reducing design task time by 40%.
- Increased accuracy of healthcare claims submissions by 25%, reducing operational costs and compliance risks.
- Awarded by the state for process optimization and outstanding contribution to digital service efficiency.

Google | Customer Care Agent Dashboard | UX Designer | May 2022 – Dec 2022

- Redesigned customer support agent dashboard integrating Salesforce and predictive AI insights.
- Reduced agent context switching by 50%, directly boosting agent productivity and satisfaction.
- Secured a multi-year contract extension with Google, demonstrating tangible business impact through design enhancements.
- Conducted comprehensive competitive analysis and developed a detailed UX roadmap aimed at enhancing feature adoption and future-proofing the platform.

Janssen Pharmaceuticals | Lead UX Designer | May 2021 – May 2022

- Spearheaded UX redesign initiative across 18 pharmaceutical brands.
- Built a unified Figma design system; eliminated 80% of UI inconsistencies.
- Streamlined FDA-compliant UI approval processes, reducing review times by 20%.
- Ensured seamless project progression by effectively managing cross-functional coordination with legal, compliance, and development teams, contributing to on-time delivery of FDA-compliant UIs.

AT&T | **Wireless CxT Transformation** | UX Designer | Jan 2021 – Apr 2021

- Facilitated comprehensive remote design-thinking sessions with 40+ stakeholders.
- Redefined user journeys and onboarding flows, increasing customer retention by 20%.
- Delivered a 600-page strategic research deck, securing buy-in from senior AT&T leadership to implement new user flows.

BP | BPme Food Ordering MVP | UX Designer | Dec 2019 – Dec 2020

- Designed and delivered MVP for food and coffee pre-ordering feature, directly securing multimillion-dollar contracts for IBM.
- Delivered fully interactive prototypes for effective developer handoff and accelerated implementation timelines.
- Conducted extensive user research to identify pain points, refining MVP based on iterative user feedback.

All Nippon Airways (ANA) | UX Strategist | Jan 2019 – Dec 2019

- Led UX strategy for ANA's website; increased mobile bookings by 15%.
- Conducted stakeholder interviews, user research, and competitive benchmarking to identify critical UX improvements.
- Facilitated international workshops in Tokyo, producing a strategic "UX 2020" roadmap for sustained engagement with Western business travelers.

United Airlines | Agent Dashboard Redesign | UX Designer | Feb 2018 – Dec 2018

- Integrated 13 legacy systems into a cohesive admin interface, improving complaint resolution efficiency by 250%.
- Conducted user interviews, usability testing, and ethnographic research, significantly reducing agent cognitive load.

- Achieved increased productivity from 2 to 7 complaint resolutions per hour, leading to additional UX project contracts with United Airlines.

OTHER EXPERIENCE

Yelp Inc. – Associate Account Executive (Feb 2016 – Aug 2016)

- Presented advertising solutions; achieved weekly target of 20-30 new account prospects.
- Generated over \$20,000 in revenue through strategic product demonstrations and sales initiat

Grainger – Digital Marketing Intern (May 2013 – Aug 2014)

- Conducted comprehensive competitor research; produced data-driven marketing recommendations.
- Created performance analytics reports and crafted compelling digital copy for social media, significantly increasing online following.

EDUCATION

Miami University | Oxford, OH

2011 – 2015

Bachelor of Science (BS) in Political Science & Government

Minor in Entrepreneurship

General Assembly | Chicago, IL

2017

UX Design Immersive Graduate

Testimonials

"Working with Stephen was highly effective. His clear communication and attentive listening during meetings enabled us to meet our internal deadlines consistently and facilitated smoother, client-facing interactions. His collaborative style enhanced overall project efficiency and outcomes." — Trip Means, Business Analyst, IBM

"Stephen jumped into our project enthusiastically, quickly understanding the requirements and the 'why' behind every task. His commitment to innovation, continuous learning, and high-quality design is impressive. His attitude and professionalism made a significant difference for our team." — Val Dithomoso, Project Lead, IBM iX

"Stephen consistently went beyond expectations, bringing forward-thinking and innovative design ideas into our project requirements. His strategic insights and thorough competitive analysis significantly informed our UX roadmap decisions, resulting in tangible business outcomes." — Carlos Paez, Development Lead, United Airlines Project

"Stephen consistently demonstrates leadership and a proactive mentorship mindset. He's committed to successful delivery and champions best practices within the design team, always taking the extra step to mentor and guide other designers, ensuring high-quality outputs." — Rany Hardbin, Senior Designer, IBM