

Jackie Glimp

Eternally curious user experience generalist and gosh-darned delight in Denver, CO.

Contact

j.l.glimp@gmail.com
847-738-6716
www.jackieglimp.com

About Me

I'm a seasoned user experience generalist with a track record of getting to the root of user needs to solve problems and craft experiences that delight.

I'm passionate about people, and I take pride in keeping my teams grounded in the reality of business constraints, technology, and user needs, while pushing for excellence.

Skills

User Experience

Accessibility
AI-enabled UX
Competitor analysis
CSS
Design systems
Generative user research
High-fidelity prototypes
HTML
Interaction design
Journey maps
Product discovery
Rapid iteration
Stakeholder interviews
Usability testing
User interface design
User flows
User research
WCAG
Wireframing

Software

Asana
Claude code
Confluence
Copilot
Copilot Studio
Figma
GitHub
Jira
Lucidchart
Visual Studio Code

Education

Colorado State University

BFA, Studio Art
University Honors Program

Ivy Tech Community College

Technical Certificate,
Visual Communications
Web Design

Experience

Senior Product Designer, U.S. Bank Enterprise Healthcare, Aug '24 – present

Sole UX contributor using user-centered design to solve problems and improve experiences for an enterprise healthcare payments platform.

- Successfully led cross-disciplinary partners through discovery, design, and user testing to deliver high-priority redesigns of internal tools and increased UMUX Lite scores by over 40% from “Poor” to “Excellent”.
- Introduced use of gen-AI prototyping for usability testing to gain insights faster and test complex interactions.
- Developed custom Copilot agent to aid in producing and iterating UI copy, resulting in a 3x increase in speed.
- Led discovery sessions, workshops, and reviews with product, engineering, and operations partners to define problems and align on solutions.

Senior Product Designer, Salucro Healthcare Solutions, Apr '23 – Aug '24

Senior UX practitioner developing and contributing end-to-end user centered processes for a B2B SaaS healthcare payments platform.

- Founded UX research program and incorporated UX research into the SDLC to identify opportunities and reduce risk.
- Created Salucro's Unified Design Language to standardize experiences across three user portals.
- Developed company accessibility standards and design best practices to ensure WCAG compliance on all new designs, and assisted product to amend existing experiences to meet WCAG standards.

Product Designer, Workday, Mar '21 – Mar '23

Design lead for an agile product team building presentation and notification authoring tools. Focused on improving UX and identifying opportunities to grow and retain customer base through research.

- Led teams end-to-end through UX research, including formulating hypotheses and research questions, sessions, and synthesis.
- Led scrum team through weekly reviews of research findings and designs to align on solutions and collectively iterate on new features.
- Held regular UX pairing sessions to peer-mentor engineering partners.

Senior Designer, Dominion Dealer Solutions, Jan '17 – Nov '20

Graphic and UX designer for Activator DS marketing automation platform. Scaled email marketing product and improved UX for client services team.

- Designed and shipped a highly-requested email WYSIWYG and template library to allow non-technical users to create custom email campaigns.
- Led design of template library content from the ground up to provide a years' worth of industry-leading email marketing to be deployed with minimal customization.