

ELI YOUNG

USER EXPERIENCE DESIGNER

Driven to create beautiful, usable designs

I get excited by the opportunity to create, iterate, or redesign things to make them more aesthetically pleasing and most importantly easier to use. I'm inspired by design and am passionate about finding unique solutions to common problems. As a long time user advocate, I speak and design for the people who use my products.

EXPERIENCE

JPMorgan Chase & Co

VP, UX - Chase Merchant Services

June 2017 - Present

- Full Stack UX Leadership Role
- UX Lead on Design & Research Projects
- Act as internal UX Consultant for other teams within the firm
- Created and Presented work for projects ranging from Big Data internal applications to customer-facing mobile applications

Nerium International

User Experience Architect

Jan 2016 - June 2017

- Create UX Designs from paper sketches through deliverable interactive prototypes
- Create and iterate on ideas for several projects for web & mobile
- Work closely with key stakeholders during design process and for approvals
- Present prototypes to executive leadership team
- Work collaboratively with a team of UX Designers to accomplish goals
- Work closely with development teams in Agile environment

GameStop Inc.

Client Systems User Experience Engineer

Nov 2007 - Oct 2015

- Blend hardware & software to craft everyday experiences for company employees
- Created UI Wireframes to hand off to developers
- Conducted User Research, Created Personas, Journey Maps, & Wireframes
- Worked in Agile environment with global team

L3 Communications

3D Modeler/Graphic Designer

Jan 2005 - Nov 2007

- Worked closely with PMs & Developers to craft accurate training experiences for pilots
- Created 3D models for use in flight training simulators
- Attributed to the success of several very large government contracts

Crystal Capture Inc.

Art Director

Mar 2003 - Jan 2005

- Created Style Guides to convey the overall look and feel for all marketing material
- Approved all art for projects before going to final laser engraving
- Conducted customer meetings to determine their needs
- Created Concept Art for customers and internal mgmt before handing off to art team

EDUCATION

User Experience Design Certificate

Associate of Applied Science

Bachelor of Science

Southern Methodist University - CAPE

The Art Institute of Dallas

Western Governors University

User Experience Design

Media Arts & Animation

Business - IT Mgmt



PHONE

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E-MAIL

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PORTFOLIO

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SKILLS

Visual Design
Wireframing
A/B Testing
Mockups
Site Maps
Prototyping
User Research
Personas
Journey Maps
Usability Testing
Task Flows
Storyboards
Style Guides
UI Design
Project Mgmt



TOOLS

Photoshop
Illustrator
Sketch for Mac
Pen & Paper
After Effects
Balsamiq Mockups
Axure RP
Principle
Invision