|  |  |
| --- | --- |
| **Bryce Flynn****User Experience (UX) Designer** | Quincy, Massachusetts, USA774-219-2424Email: bryce@bryceflynnux.comPortfolio: <https://www.bryceflynnux.com/> |
|  |  |

Overview

My 16+ years of UX experience focus on enterprise, SaaS and B2B applications in finance, insurance, and medical technology. I have conducted a wide selection of UX activities. I’ve been a player, a coach, a leader, and a mentor. I’ve authored design systems. I’ve researched business requirements, crafted data-driven designs, and validated my designs in user testing. I have a strong work ethic and a firm commitment to team success.

Skills and Experience

Agile UX • Business analysis • Collaboration across teams and cultures • Component libraries• Content inventories• Copywriting• Design systems • Documentation • Information architecture • Interaction design • Personas • Presentations • Prototypes • Responsive mobile design • SAFe • Site maps • Storyboards • Style guides • User journeys • Usability testing • Visual design • Wireframes • Workflow design • Workshop facilitation

Software

Proficient with: Figma • Jira • Miro • MS Excel • MS PowerPoint • MS Teams • MS Word • Photoshop • SnagIt

Familiar with: Adobe XD • Balsamiq • Confluence • Illustrator • InDesign • InVision • MS Visio • Zoom

Work History

**CNO Financial Group.** UX Designer (Contract). February 2022 – Present.

* Created the design system for a new enterprise CRM based on the PegaSystems 8.5.x UI Kit component library.
* Created mockups and storyboards for desktop and mobile.
* Authored the UI design system and specifications for the ui component library.
* Worked with the Enterprise Product Owner to streamline complex business processes.

**Sabbatical.** February 2021 – February 2022.

* Day-trading stocks, stock options and crypto-currencies.

**Vestmark Inc.** Senior UX Designer (Staff). October 2018 – February 2021.

* Founded the UX practice: defined processes and documented best practices.
* Authored the enterprise design system, based on [Blueprint.js](https://blueprintjs.com/docs/) component library and [AG Grid](https://www.ag-grid.com/) data table.
* Ran usability tests and conducted contextual observations at client sites.
* Authored personas and user journey maps.

**Boston North Partners LLC.** (Owner). February 2016 – October 2018.

* User research, persona creation, writing, UX design, workflow design and digital strategy for Commerce CX.
* User stories, workflows, personas, wireframes and storyboards for Disruptor Beam, State Street Global Partners, and assorted small businesses.

**Collaborative Consulting Inc.** Principal Information Architect (Staff). July 2015 – February 2016.

* Established the User Research Practice within the Digital Experience Team.
* Authored personas, user journeys, user stories, and interaction design patterns.
* Created wireframes, mockups, and story boards.
* Designed and managed the User Research Center.

**Sabre Hospitality Solutions.** Senior Interaction Designer (Contract). March 2015 – July 2015.

* Researched and designed call center workflows
* Wrote 24+ Agile user stories.
* Created wireframes and storyboards for a visionary solution for a hotel call center.
* Ran usability tests and conducted contextual observations at client sites.

**TIAA CREF**. Senior Information Architect (Contract). September 2014 – January 2015.

* Partnered with product owners and developers to design the “Next Generation” platform for financial advisers.
* Created mockups, wireframes, and prototypes based on the proprietary enterprise component library.
* Authored user stories, groomed backlogs, led design sprints, managed stand-ups, facilitated end-of-sprint demos, and led retrospectives. Conducted user research and usability tests.

**Fidelity Management Research Company.** Information Architect (Contract). February 2014 – June 2014.

* Performed business analysis and created wireframes on an Agile team developing a new decision support solution for top-tier investment strategists.
* Worked within a component library based on [DevExpress](https://www.devexpress.com/).
* Wrote user stories, participated in backlog grooming, end-of-sprint demos, and team retrospectives.

**Parexel International.** Principal User Experience Architect (Staff). May 2012 – February 2014.

* Designed an enterprise solution to plan and price multi-national clinical trials; an auditable reg-compliant document management system, and a corporate intranet based on SharePoint.
* Wrote 50+ Agile user stories, managed stand-ups, groomed backlogs, maintained Kanbans and facilitated demos and retrospectives.
* Ran usability tests and conducted contextual observations at client sites.

**Liberty Mutual Agency Corporation.** Senior User Experience Analyst (Staff). September 2011 – May 2012.

* Designed systems for complex commercial policy quotations, financial analysis of insurance product lines, and registering new agents and agencies.

**SunGard Securities Finance.** Senior User Experience Analyst (Staff). April 2010 – September 2011.

* Designed systems for complex commercial policy quotations, financial analysis of insurance product lines, and registering new agents and agencies.
* Ran requirements workshops, defined functional requirements, and performed usability tests.

**Endeca.** Product Design Lead (Staff). October 2008 – December 2009.

* Designs for faceted search & refinement, engineering parts specification, military product design and appliance warranty-claim analysis.
* Ran requirements workshops at client sites.

**Optaros.** User Experience Architect (Staff). September 2006 – May 2008.

* Created designs for airport signage, a medical products sales center, convention event management, developer communities, mobile apps testing, private wealth management, and a professional sports website.
* Conducted requirements workshops, usability tests and contextual observations at client sites.

**Education and Professional Affiliations**

* BS in Business Management (University of Phoenix, 2011)
* Certified Scrum Master (Scrum Alliance, 2010)
* User Experience Design certification (Bentley University, 2006)
* ACM SIG-CHI (Special Interest Group - Computer Human Interaction)
* Usability Professionals Association