

SHAWN M.V. JONES

UX RESEARCH, UX/UI DESIGN, AND WEB & MOBILE DESIGN

Denver, CO

207.522.0638 | smvjones@gmail.com | www.shawnmvjones.com

EDUCATION

2013 - 2017

B.F.A. IN DESIGN

USER EXPERIENCE CONCENTRATION

ART HISTORY MINOR

Northeastern University, Boston, MA

GPA: 3.70

UX Design | Web & Visual Design | Typography | Graphic Design | Information Design | Entrepreneurship & Innovation | Marketing

Additional Activities

Member and graphic designer for the Student Veteran Organization

Member of VFW Northeastern University Chapter

STATEMENT

I am an ambitious and creative design leader, problem solver and entrepreneur who can handle numerous tasks by utilizing strategic design thinking methodologies. I enjoy solving complex challenges, whether it is a website, mobile app, building a prosthetic for amputees, or helping a team evolve to be stronger and more effective.

RELATED EXPERIENCE

2021 - Present

DIRECTOR OF PRODUCT DESIGN

Copper Banking, Remote

Leading a lean Agile design team within a small but energetic start-up. A strategic partner with the CTO and CEO to create purposeful and meaningful product features. Incorporated a new innovation process into the product lifecycle for collaborative idea creation, design thinking and user research. Leading and mentoring designers and marketing specialists through best practices and new trends within the financial industry. Increased design and development efficiency by establishing a Copper Design System that embraces the modern approach of banking and investing. Grown Copper from 300K users to over 800K users.

2019 - 2021

SR. UX DESIGN MANAGER

Charles Schwab, Denver, CO | Austin, CO | Remote

Leading and mentoring Schwab's Innovation Accelerator (IA) design team. Developing and coaching individuals on the agile and design best practices as well as Schwab's product development lifecycle. Built weekly design critiques and trainings to increase proficiency and create an environment of continuous learning to boost individual careers. Growing an inclusive culture of innovation by building the consistency and proficiency of skills across the IA design team. Continually push teams to create new ideas and deliver on new business solutions with measurable business impact across the IA team.

A leader and coach on Schwab's Design Thinking/ The Way We Work team. Increased the adoption rate of design thinking and innovation to be scaled across Schwab teams. Taught and trained over 200 individuals in design thinking practices to both UX department and non-UX internal Schwab teams. Helped several product teams by facilitating 1-2 day journey mapping workshops to uncover client needs, gaps and opportunities. Collaborated with innovation director to develop the design strategy for the 2020 roadmap.

SKILLS

Wireframing	User Research
Design Thinking	Invision
Journey Maps	Adobe Creative Suite
Usability Testing	Sketchup
Sketch	Fusion 360
Adobe XD	AutoCAD
Rapid Prototyping	3D Printing
HTML & CSS	Video & Audio Editing

SIGNIFICANT ACCOMPLISHMENTS

Design Thinking Practitioner Badge (IBM)
Design Thinking Co-Creator Badge (IBM)
Media & Entertainment Industry Foundations Badge (IBM)
Interdisciplinary Topics Medal at Northeastern University's Research Innovation Scholarship Expo (RISE) for developing a 3D printed aquatic prosthetic
Eagle Scout, Boy Scouts of America

ADDITIONAL EXPERIENCE

2017 - Present **UX/UI DESIGNER**

IBM, Cambridge, MA | Remote

Designed websites, platforms, web and mobile applications including IBM's Artificial Intelligence Skills Academy, Quantum Computing for Executives, Apprenticeship Academy, and a chatbot and features for Your Learning.

This includes designing the overall end-to-end user experience for users going through several complex academic roadmaps and completing courses to eventually earn a certified badges and build skills for their current job. All my projects have aligned with IBM's strategic imperatives to successfully distribute learning to all IBMers.

Jan - Apr 2017 **UX/UI DESIGNER, WEB DESIGNER, AND SR. GRAPHIC DESIGNER**

Creative Circle (freelance), Boston, MA

Jul - Dec 2016 **GRAPHIC DESIGNER**

VHB, Watertown, MA

Feb - Jul 2016 **GRAPHIC DESIGNER**

Alzheimer's Association MA/NH Chapter, Watertown,

MILITARY EXPERIENCE

2008 - 2013 **ADMINISTRATIVE SUPERVISOR - YN2**

United States Navy, Williamsburg, VA

Lean Six Sigma Improvement Project

Conducted a two week Process Improvement review with a team to incorporate a design driven strategy to improve travel process for the organization. Created process maps, flow charts, and mapped out user experiences.

Assistant Leading Petty Officer

Supervised an office of 12 personnel. Reviewed all correspondence, awards, employee evaluations, passports and legal documents.

Lead Defense Travel Administrator

Organized all travel arrangements for 450 personnel including booking hotels, flights, and transportation. Collected all debt, and managed government credit cards, passports, and visas for all personnel.

MILITARY AWARDS

White & Yellow Belt in Lean Six Sigma

Expeditionary Warfare Medal

Armed Forces Service Medal

Good Conduct Medal (5 years)

Navy and Marine Corps Achievement

Medal while serving in the U.S. Navy. I was

responsible for all travel operations, debt

collections, and processed over \$200M in

travel orders.