

NICK KNAPP

✉ contact@nickknapp.me
🌐 nickknapp.me
📞 +15205915903



Experience

2023-Present \ JPMorganChase \ Columbus, OH

Vice President UX Design Lead

- Delivered high-fidelity prototypes to communicate design concepts to stakeholders.
- Facilitated cross-functional team workshops to ensure pain points, perspectives, and opportunities were met.
- Eliminated risk, reduced ticketing errors, and improved overall experience for the in house applications.
- Led the development of design team templates and documentation for the ATM channel.
- Reduced ATM downtime by 5% due to cash faults, by implementing a new well tested experience.

2023 \ Cardinal Health \ Dublin, OH

Senior PX Designer (Contractor)

- Designed user-centered interfaces for OptiFreight Logistics medical segment.
- Facilitated cross-functional team workshops to ensure pain points, perspectives, and opportunities are met.
- Conducted product research discovery with stakeholders through interviews, and shadowing.
- Contributed to the development of design team templates and documentation in Figma.
- Created wireframes, and high/low-fidelity prototypes to communicate design concepts to stakeholders.

2022-2023 \ SmileMD \ Columbus, OH

UX Designer

- Led user-centered design for various digital products, including mobile apps and websites.
- Led collaboration with cross-functional teams to ensure that design decisions align with product goals.
- Conducted usability testing to validate design decisions and identify areas for improvement.
- Contributed to the development of design guidelines and style guides using UX Pin.
- Created wireframes, and high/low-fidelity prototypes to communicate design concepts to stakeholders.

2017-2022 \ Hilliard City School District \ Hilliard, OH

UX Designer & Developer

- Engaged community and staff with usability testing, and interviews to better improve digital platforms.
- Expert design proficiency in creating wireframes and prototypes with Adobe XD.
- Led design in the creation of district graphical and published works remaining true to the brand.
- Led design in building public and private facing websites for a district of 17,000+ students.
- Created solutions to complex problems while keeping the user at the center.

Education

2018 Arizona State University
Bachelor of Science
Graphic Information Technology

References

Available upon request.