

Warren Payne

UX design leader

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(312) 860-3374

Motivated and easy-going with experience working in the fields of enterprise/SaaS, e-commerce and online marketing. Quick to adapt to new circumstances and always seeking challenges. Enjoys collaborating with product, design and development teams and leading the design process. Flexible and able to maintain a sense of humour, even under pressure... *almost* 100% of the time.

Experience

United Airlines: UX Lead

March 2018 – Present

Directing multiple teams of researchers and designers transitioning employee-facing apps from legacy, developer-driven systems to user-centered, contemporary products, and creating and managing United's internal design system. Strong collaboration with business stakeholders, development teams and external agencies to create the best design solutions. Recruiting and mentoring other designers on the team.

Peak6 Investments: Senior UX Designer

December 2017 – February 2018

Worked on transforming a 2-year, stakeholder-led performance management tool into a user-centric product. Led a design sprint to create a concept transitioning the product to the mobile space, ensuring that engineering team was actively involved.

Uptake: Lead Interaction Designer

September 2015 – December 2017

Lead designer on multiple SaaS products, ranging from CRM to complex, data-science-driven anomaly detection/rules configuration UIs.

Worked with research, product and development to identify the scope and establish the process and methods for Uptake's design system, while leading the UX design aspect. Close collaboration and guidance with dev teams and product management working on existing and emerging products ensured their direction was in line with the design system approach.

United Airlines: Senior Interaction Designer (contractor)

October 2013 – September 2015

Responsible for UX of various "day-of-travel" projects across all of United's interfaces, including wearables, app, website, kiosk and in-flight portal, working with researchers, product managers and other stakeholders to determine requirements and direction for projects.

ASCP: UX Lead (contractor)

August 2013 – October 2013

UX lead on redesign of the user profile/account system for this medical professionals association. Produced site structure documentation and began work on improving/redesigning the site.

Razorfish: Information Architect (contractor)

November 2012 – August 2013

Working across various digital touchpoints of the client, State Farm, including transactional mobile app and responsive web design system. Specific responsibilities included ideating, concepting and wireframing new reusable features and customer collaboration tools as well as presenting concepts to the client. Also responsible for the creation and maintenance of documentation within a digital style guide/pattern library, enabling other project teams to incorporate them consistently.

Motorola Mobility: Senior UX Architect (contractor)

July 2012 - October 2012

Collaborating with creative, development, business teams and upper level management to identify issues with, and create solutions for, Motorola.com (consumer side) and its various elements, including the product catalog, internal portals and other consumer facing aspects. UX lead for product launch microsites/landing page.

Raileasy: UX Lead

July 2010 – July 2012

UK-based travel booking startup. Led the design for an update of the site allowing for a new API-based back-end, with improvements to booking process and UI. Responsible for UX across multiple sites and media (web and mobile). Tasks included analytics analysis, wireframes, workflows, final designs, and documentation for front- and back-end developers. Responsible for helping maintain brand integrity across all media, including web, email, above-the-line advertising and social media.

blackbean source ltd: Freelance/Owner

May 2005 - June 2010

Worked in several roles including UX, visual design and project management across multiple sectors including wealth management, marketing, retail, and entertainment.

Clients included Vodafone, Universal Music, Joshua (now G2), Creation, Orbitsound, DHL, WealthBriefing.

River Communications Group: New Media Designer

January 2003 - April 2005

Responsible for production of all aspects of online marketing (website design, banner advertising, email marketing) for clients of this marketing agency. Clients included Royal Bank of Scotland, NatWest, The Telegraph, Dennis publishing.

The Value Network: Founder

April 2001 - January 2003

Co-founder and responsible for UX design for this provider of low-entry-cost e-commerce provider for paper catalogue publishers. Being a small startup, there were other random responsibilities, such as product photography, email marketing, copy writing.

Action plc: Online Services Manager

April 1996 - March 2001

Responsible for design and UX in the team that transitioned this £250 million company from a paper catalogue-based business to one of the UK's first, large-scale B2B e-commerce operations.

Skills & Proficiency

General: Design systems, e-commerce, SaaS/enterprise, comparative/competitive analysis, heuristic evaluation, wireframing/prototyping, interaction design, documentation, feedback analysis including analytics information, mentoring.

Software: Axure, Invision, Studio, Sketch, Illustrator, Photoshop, Balsamiq, Google Analytics, Keynote, Word, Excel, PowerPoint, Visio.

Platforms: web (including responsive), native apps, kiosks, wearables.