



**Jess Moss**

**Product Experience Design**

512-787-2820

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Austin, TX

linkedin.com/in/jessmossisboss



## Education

### Bachelor of Fine Arts

Graphic Design 2006

Texas State University, San Marcos

### Certified Scrum Product Owner

2019

Agile Velocity

## Favorite Quote

"Jess, you put the burn in burn down."

jessmossisboss.com

In my journey, I took time to grow my own product, a baby boy named Roland Ray.



## Resume

### AthenaHealth - epocrates November 2022 - February 2023 Consulting Contract - UX Design

Projects Initiatives include: Improve existing search functionality. DesignOps/process evaluation and recommendations.

### Tradeblock (start-up) June 2022 - August 2022 Product Design Lead Manager (I did A LOT in 60 days!)

Created and implemented the product design team process and integrated design into development using kanban methodology. Performed an audit of the existing application and reported the findings. Gathered user and internal feedback, built out a backlog of user stories for the team. Developed a user research Phase 1 plan.

### Sprinklr August 2021 - May 2022 (impossible workload) Product Design Manager

Managed 15 product designers across 5 products. Hired, mentored, coached, and managed career goals, including promotions. Focused on team growth and happiness through various programs. Worked with product and development on roadmaps, scoping, resourcing, user research, and design. Spearheaded leadership initiatives.

### Projekt202 July 2018 - September 2020 Sr. Experience Designer

Won an award for "Wearer of the Most Hats." Led design teams on enterprise software accounts. Implemented UX process documentation utilizing Confluence and Jira. Incorporated design within agile development teams. Brought the Student Program to the Austin office. Accompanied research teams and synthesized data.

### Mutual Mobile November 2016 - July 2018 User Experience Lead

Led design teams on client projects. Wireframed and UI for new features (NBA Fit). Designed React Native apps (Bird's Barbershop). Re-worked IA and UI for a microwave LCD screen. Worked closely with PMs and development to meet tight deadlines. Set up analytics to prove the return on investments. Worked within scopes and budgets.

### Multiple Contracts and Projects

April 2016 - November 2016

### uShip October 2014 - October 2015 Mobile Visual Designer (Design Unicorn)

Used analytics to determine user pain points. Performed usability testing. Designed wireframes and high-fidelity prototypes. Worked closely with product owner and development to provide feasible designs and implementation.

### Chaotic Moon (Fjord) July 2014 - October 2014 Contract Production Artist (Gate Keeper)

Redlined for iOS, Android, and Windows platforms. Created pixel perfect UI kits. Attended client-facing reviews. Worked closely with PMs and off-site developers.

### The University of Texas, Recreational Sports June 2008 - May 2013 Senior Graphic Designer (Moss is Boss)

Managed, coordinated, and created design for the division.



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## Recognition and Community

### Recognition Highlights

- 2021 General Assembly Immersive UX, Guest Lecturer
- 2020 Adobe Portfolio, Reviewer
- 2019 Award for "Wearer of the Most Hats" at Projekt202
- 2019 Adobe Creative Jam, Participant
- 2019 Creative Mornings, Speaker
- 2018 Denver Startup Week, Speaker
- 2015, 18 SXSW, Speaker
- 2012-18 East Austin Studio Tour, Artist
- 2016 TechStar Mobility Detroit, Winner
- 2005-06 Creative Summit Certificate of Excellence

### Community

- 2016-22 Atlassian Community Events, Leader
- 2019-20 Student Shadow Program, Leader
- 2014-19 Little Artist Big Artist Program, Super Big Artist, Recruiter
- 2013-17 AIGA Austin, Chair of Creative Mass
- 2010 Artist Screen Printing Coop, Co-founder



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## Referrals

### Client

#### Southwire Product Owner

Jess has been a vital asset to Southwire in regards to our "web app" project. Very creative, professional, and works hard to understand our needs and concerns to take the ideas we have and put them into action. Great at responding to questions and requests for information. Superfast at getting an answer. Provides multiple angles of solutions to ideas and helps us choose which concept best fits our needs. Goes the extra mile to understand the entire business of the customer to develop best solutions. Not only for the current state but also the future state. I strongly feel in our experience; we accomplished more when she was leading the conversations and driving solution process.

### Co-worker

#### Designer

Jess is extremely detail-oriented. She does a fantastic job of meticulously scrubbing through SOW's and documentation to identify exactly what the client/project is asking to be solved. She backs up her findings with research, examples, and sometimes prototypes and wireframes to help convey her thoughts. She's able to scope work, can have a high level, technical discussions with development teams and can work with PM's & QA to create and refine the requirements.

*Referral contact information available upon request.*

*More referrals are available upon request.*

### Kudos

"Jess- You have done a phenomenal job jumping right into the Design org and creating impact! I am so impressed by your positivity, fix-it-don't-complain attitude, and solution-based mindset. It's a pleasure working with you!"

-Team Lead, User Research

"Jess, huge kudos to you for diving deep to understand the bigger picture on behalf of your direct reports and pod teams. Your self direction, curiosity, and commitment to doing the right thing make us all better."

-Design Program Manager

"It was my first time getting the [interview] question and I was so touched.

Thank you for being such a thoughtful interviewer and I believe that you are really a great manager."

-Applicant's response from a job interview