

Jillian Hanks

Lead Product Designer

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SOFTWARE

UX Software

Figma	●●●●○
Sketch	●●●●○
Balsamiq Mockups	●●●○○
Axure	●●●●○
InVision	●●●●○

Microsoft Office Suite

Word	●●●●●
Excel	●●●●○
Powerpoint	●●●●○

Adobe Creative Suite

Photoshop	●●●○○
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PM Software

Jira	●●●●○
Asana	●●●○○
Basecamp	●●●●○
Redmine	●●●○○
Workfront	●●●○○

EDUCATION

CSU Stanislaus
B.A. Communication Studies
Minor in Journalism

CERTIFICATIONS

July 2018 - July 2021

CPACC - Certified Professional of Accessibility Core Competency
IAAP - International Association of Accessibility Professionals

HOBBIES/INTERESTS

- Health/Wellness
- UX Research
- Wireframing
- Soccer
- Fitness
- Travel

EXPERIENCE

JANUARY 2022 - PRESENT

Meta - Remote

Lead Product Designer

- Conducted workshops with cross-functional partners to establish product strategy and design direction.
- Led product and design strategy and capacity planning for CRM, overseeing mid and junior level designers.
- Created low and hi-fidelity designs in Figma using design systems, presented to developers and stakeholders, and conducted design QA after hand-off.

NOVEMBER 2019 - JANUARY 2022

CDK Global - Portland, OR

Lead UX Designer

- Mentored 2 or more designers at any given time.
- Created quarterly plans and sprint plans, presented to executives, and communicated with developers.
- Created wireframes and hi-fidelity designs in Sketch and Figma and prototypes in Invision and Figma.
- Wrote research plans, moderator guides, and conducted usability tests for over 30 studies.
- Communicated designs to off-shore development team and ensured developed designs adhered to design specs.

SEPTEMBER 2016 - OCTOBER 2019

MXM, part of Accenture Interactive - Culver City, CA

Sr. UX Designer

- Created UX Brief documentation (including personas, heuristic evaluations, customer journeys, and market research).
- Produced benchmarks to help illustrate design direction and decisions.
- Created wireframes and prototypes in Axure and lead presentations to client.
- Specialized in healthcare insurance and designing websites to meet WCAG 2.1 accessibility guidelines.

NOVEMBER 2013 - PRESENT

JLH Consulting - Remote

Freelance Designer/Project Manager

- Created user flows/task flows, personas, competitive analysis, and user journeys for mobile apps, websites, and desktop apps.
- Created low and high fidelity wireframes using a variety of softwares including Omnigraffle, Sketch, Axure, and Balsamiq for mobile apps.
- Managed projects including budgets, schedules, and outside vendors.

DECEMBER 2014 - SEPTEMBER 2015

Weezlabs, Inc. - Santa Monica, CA

Digital Project Manager

- Developed creative briefs, project schedules, and wrote business requirements.
- Created UX Flows, User Personas, Competitive Analysis, and Feature Lists.
- Managed off-shore resources through Development and QA of multiple mobile sites.

DECEMBER 2013 - DECEMBER 2014

Briabe Mobile, Inc. - Venice, CA

Technical Project Manager

- Managed off-shore resources through Development and QA of multiple mobile sites.
- Developed creative briefs and project schedules.
- Managed 3-5 campaigns at any time ensuring deliverables are sent in a timely manner to external vendors and publishers.
- Created strategic social media plans and content refresh schedules.