

JENNIFER TURNER

UX DELIVERY LEAD | SENIOR UX / PRODUCT DESIGNER

(773) 706-6632 • wthmybrush@yahoo.com • jenniferturnerdesigns.com • Des Plaines, IL

PROFESSIONAL SUMMARY

UX Delivery Lead and Senior Product Designer with 10+ years of enterprise experience overseeing end-to-end UX delivery across healthcare, eCommerce, and Operations platforms. Proven track record leading cross-functional design teams, enforcing design standards, and managing delivery from wireframe through QA. Brings rare hybrid depth across UX strategy, design systems, front-end development (HTML/CSS/JS), and motion design — enabling precise implementation oversight and high-fidelity QA. Experienced designing for both desktop and mobile applications, with a strong command of WCAG 2.1 accessibility standards. Currently embedded within United Airlines operations with firsthand insight into the employee experience.

SELECTED IMPACT

50% Reduction in design-to-dev time	35% Task efficiency improvement	37% Delivery time reduction	25% Post-launch usability issues reduced
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WORK EXPERIENCE

UX DELIVERY LEAD / PRINCIPAL UX DESIGNER

January 2023 – Present

My Preventive Health | Healthcare Platform (Contract)

Sole UX delivery lead for a consumer-facing healthcare platform — owning the full design lifecycle from discovery through development QA and handoff.

- Led end-to-end UX delivery: research, wireframes, prototypes, visual design specs, and front-end QA to ensure pixel-perfect implementation
- Built and scaled a modular Figma design system, cutting design-to-development handoff time by 50% and establishing consistent standards across the product
- Reviewed and documented visual styling specifications for development team; enforced design standards across all product surfaces
- Ensured WCAG 2.1 AA accessibility compliance across all responsive experiences — mobile and desktop
- Partnered directly with engineers to support front-end implementation using HTML, CSS, and JavaScript
- Improved task efficiency by 35% through usability research, iterative testing, and design-driven improvements
- Integrated AI-assisted design workflows — generative ideation, prompt-driven prototyping — to accelerate UX delivery
- Designed within HIPAA-compliant environments, balancing regulatory requirements with intuitive UX

RESERVATION SALES & SERVICE REPRESENTATIVE

November 2023 – Present

United Airlines

- Support customers within high-volume operational environments requiring rapid problem-solving, multitasking, and real-time decision making
- Develop firsthand understanding of airline workflows, operational systems, traveler pain points, and service recovery processes
- Collaborate across teams to resolve complex customer and operational issues efficiently in fast-paced environments
- Bring operational insight into user experience thinking for employee-facing and customer-facing systems

SENIOR UX DESIGNER

October 2018 – May 2021

Cognizant | Enterprise Digital Products

Designed and delivered enterprise and consumer-facing digital experiences within Agile/Scrum teams, partnering closely with PMs, developers, and business stakeholders.

- Led end-to-end UX design across multiple platforms using Agile and Lean UX methodologies; managed Jira workflows and sprint delivery tracking
- Facilitated design reviews, stakeholder presentations, and cross-functional design sprints to align teams around user needs and business goals
- Developed and maintained scalable design systems and reusable component libraries across products
- Conducted usability testing and research-driven iterations, reducing post-launch usability issues by 25%
- Collaborated with product managers and engineers to deliver high-performing, user-centered enterprise solutions

SENIOR UX DESIGNER

August 2015 – June 2019

Houghton Mifflin Harcourt | Digital Learning Platform (Contract)

Led UX strategy for enterprise digital learning experiences, delivering accessible, standards-compliant designs across a diverse student and educator audience.

- Owned UX strategy including user journeys, information architecture, wireframes, and high-fidelity design specs for development handoff
- Built scalable design systems that improved delivery consistency and reduced time to production by 37%
- Ensured accessibility compliance across platforms; led cross-team QA reviews to validate implementation accuracy
- Partnered with motion designers and content teams, providing art direction on animation, pacing, and visual storytelling

LEAD INTERACTIVE DESIGNER — B2C eCommerce

May 2012 – March 2015

Staples / Quill.com | eCommerce Platform

Led design for a high-traffic B2C eCommerce platform, directing design execution and mentoring team members.

- Designed web and mobile experiences: campaigns, landing pages, and end-to-end user journeys with full design spec documentation
- Mentored designers and led project execution to ensure consistent quality standards and on-time delivery
- Improved engagement by 15% and reduced bounce rates by 30% through research-driven UX improvements
- Created wireframes, prototypes, and design specifications to support product development teams

SENIOR WEB DESIGNER

January 2010 – March 2012

RR Donnelley | Interactive Digital Experiences

- Designed and developed interactive digital experiences, including animated infographics and rich media content
- Developed information architecture and design systems that improved workflow efficiency by 40% and reduced production costs by 20%

TOOLS & TECHNOLOGIES

Design & Prototyping: Figma • Sketch • Adobe XD • InVision • Axure • Miro

Design Standards: Design Systems • Component Libraries • Design Tokens • Visual Style Specs

Front-End Development: HTML • CSS • JavaScript (implementation support & QA)

Accessibility: WCAG 2.1 AA • Accessible component design • Cross-platform testing

Motion & Animation: After Effects • Lottie • Micro-interactions • Motion design direction

Workflow & Delivery: Jira • Agile/Scrum • Lean UX • Sprint tracking • Stakeholder reviews

AI Workflows: Claude • ChatGPT • Midjourney • Cursor • GitHub Copilot • Prompt engineering

EDUCATION & CERTIFICATIONS

Graphic Design — Art Institute of Atlanta

Animation & Web Design — Westwood College

Full-Stack Development — NuCamp Coding Bootcamp

Google / IBM Product Management Professional Certificate — 2025