James Underwood

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Recent Work

Sr. Experience Design Manager
Experience and Design Strategy at T-Mobile
2019 - Current

Develops strategic design efforts working with corporate leadership, business strategists, and researchers to craft customer focused omnichannel services. Guides the work of UX, physical store design, merchandising, training, and digital tools production teams. Crafts overall design ethos and guiding principles based on business and experience goals, then works with executional design teams to implement and measure results. Champion of design thinking, iterative piloting, and customer focused thought leadership.

UX Designer - Homepage team at GoDaddy.com
2018 - 2019

Worked as the hub at the center of a team of marketing managers, UX Researchers, visual designers, copy writers, and content implementers to build and develop the GoDaddy.com homepage.

Designer, Project Lead - VIA Architecture
2012 - 2018

Responsible for design, consultant coordination, and construction administration of multi-million dollar city infrastructure and residential projects

Selected Activities

Co-founder and Board Member - cKeys.org
2016 - 2019

Founder and Board member of a nonprofit focusing on teaching the fundamentals of electronics, hardware, and software design through mechanical keyboard building workshops. Ran yearly meetups and semi-monthly workshops, designing hardware and instructional materials.

The Uptown Parklet
2015

Designed and constructed a pocket-park for the Uptown/Lower Queen Anne neighborhood in Seattle, WA. Worked with local neighborhood groups to manage a community oriented design process with public charrettes, and assisted in fundraising donation for construction.

Education

M.Arch, Graduate - University of Kansas
B.Arch - Frank Lloyd Wright School of Architecture