# Przemek Jaglowski

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**Product Designer** with 7+ years in B2B SaaS and regulated consumer fintech, most recently the sole designer on an AI restaurant analytics and review management platform. Owns work from discovery through developer handoff, specializing in complex data experiences, information architecture, and design systems. Delivered results include an AI feature that saved one brand 2,500+ hours in a year and a P2P payments feature that resulted in $2M+ in transfers and 1,000+ referral sign-ups in 60 days.

## Experience

**Black Box Intelligence (BBI) | Product Designer (Sole Designer) |** *February 2024 – September 2026*

- Owned design from discovery through developer handoff, partnering with 4 PMs and 12+ engineers across 3 product teams.
- Designed Reply with AI, cutting review replies from 5–7 minutes to seconds; one 43-location brand saved 2,500+ hours in a year.
- Designed the platform's first configurable dashboard system (15+ widgets), unifying 3 legacy products (guest, financial, and workforce) and cutting org-wide report changes from weeks to minutes.
- Redesigned navigation and information architecture to make room for a new set of dashboards, reducing 3 mobile nav patterns to 1 and adding full keyboard support (designed to WCAG 2.1 AA).
- Led discovery end to end (workshops, persona research, usability testing, and Pendo/Mixpanel analysis), turning findings into shipped features and enhancements such as CSV and chart exports for dashboards.
- Applied AI to design work: built high-fidelity Figma Make prototypes with realistic data and audited design system assets against Storybook with Claude and the Figma MCP, cutting a week of manual review to a day.

**BMTX, Inc. | Senior UX Designer |** *May 2023 – February 2024* | **UX Designer** | *June 2021 – May 2023*

- Designed web, iOS, and Android banking apps for white-label partners like T-Mobile and higher-ed products serving 700+ campuses in a regulated environment: every change, down to app store copy, needed Legal, Compliance, and partner sign-off.
- Led design of a flagship P2P payments feature: $2M+ in transfers and 1,000+ referral sign-ups in 60 days.
- Helped build and document the NextGen design system (color, type, grid, and components) behind all white-label and higher-ed products, and migrated 800+ screens into one consistent library.

**PJUX Design | UX Designer (Freelance) |** *March 2019 – February 2024*

- Contracted for years with Steel Advertising, designing web experiences for clients including Texas A&M (San Antonio and RELLIS), the Texas Division of Emergency Management, and Pedernales Electric Cooperative, plus projects for small businesses.
- Helped redesign AAF Austin's website and digital identity, simplifying how the team publishes updates.
- Built a UX curriculum for ProEdge, PwC's enterprise upskilling platform, teaching design thinking to thousands of PwC US staff.

**PwC | Workday Technology Consultant |** *August 2018 – June 2021*

- Deployed Workday HCM for enterprise clients, including Fortune 500 companies, applying human-centered design to HR problems.
- Facilitated discovery workshops with client teams to translate business processes into product requirements.

## Skills

- **Product Design:** Information Architecture, Design Systems, Interaction Design, Visual Design, Responsive Design, Mobile App Design, Data Visualization, Dashboard Design, Wireframing, User Flows, Prototyping, Rapid Prototyping, AI-Assisted Prototyping, AI Feature Design, Accessibility (WCAG 2.1 AA).
- **Research & Strategy:** Product Strategy, User Research, Usability Testing, Data Analytics, Competitive Analysis.
- **Collaboration:** Stakeholder Management, Developer Handoff & Specs, Agile Project Management.
- **Tools:** Figma, Pendo, Mixpanel, Webflow, HTML/CSS (working knowledge), Jira, Miro, Adobe CC.
- **AI Tools:** Figma AI, Figma Make, Figma MCP, Claude, Gemini.

## Education

- **Interaction Design Foundation:** Continuing Professional Development (February 2019 – March 2025)
- **General Assembly:** User Experience (UX) Design On-Demand (July 2019 – July 2020)
- **University of South Florida:** B.S. in Business Administration, Marketing (2012 – 2014)