# MARY-WYNN ROGERS
DIGITAL PRODUCT DESIGN

## CONTACT

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## EDUCATION

**2011-2015**
**VIRGINIA TECH**
- BA in Physics
- Minor in CS with focus on Human-Computer Interaction

## SKILLS

- Design & Prototyping
- User Research and Testing
- Design Leadership & Strategy
- Project Management
- Accessibility & Inclusive Design
- AI & Emerging Technologies
- Project & Workflow Management
- Web application design
- Mobile design
- Internal Enterprise Tools design
- Customer-facing Platforms design
- Strategic thinking
- Problem Solving
- Innovation
- Communication
- Adaptability

## WORK EXPERIENCE

**Citizens Bank**                    02/2022 - CURRENT
Senior UX Designer, Assistant Vice President

- Led the design of HELOC Fastline, a data-driven lending experience that reduced user wait times from 50 days to ~2 weeks, with initial offers delivered within minutes. The product became a modal for data-informed design and contributed to a Customer Excellence Award.
- Modernized the Franklin America Mortgage Company (FAMC) loan platform after 15 years, reducing the the loan creation process from 8 to 5 steps. Streamlined workflows and improved information clarity significantly improving colleague efficiency and customer service.
- Served as lead designer for the Private Bank initiative, launching *Gemini*, a unified experience for personal and business accounts across web and mobile. Introduced exclusive features and branding for private banking clients, consolidating access under a single login and elevating the premium user experience.
- Collaborated cross-functionally with product managers, engineers, researchers, and stakeholders to align design strategy with business goals and user needs.

**Infosys/Wongdoody (Consulting for**           07/2019 - 01/2022
**Bain & Company**
Lead UX Designer

- Led UX strategy and execution across four concurrent design initiatives for Bain & Company, including private equity, staffing systems, and Bain.com enhancements.
- Oversaw the end-to-end design process from concept through release, collaborating closely with product owners and stakeholders to align business goals with user needs.
- Scaled the design and development team, growing from 3-5 designers and from 1-4 front-end developers in response to increased project demand and delivery excellence.
- Directed the design of Bain's private equity web application, replacing manual workflows with a streamlined digital experience that improved operational efficiency.
- Spearheaded enhancements to Bain's global staffing system, introducing new features and redesigning legacy components to expand functionality and usability for a worldwide user base.
- Collaborated with senior leadership at Bain and Wongdoody to scale and evolved the design practice.

## PERSONAL EXPERIENCE

**Strategic Design Course**              08/2019 - 09/2019
Rhode Island School of Design (RISD)

- Completed an intensive course focused on breaking down complex systems, defining key terms, and generating innovative ideas through strategic design thinking.