

JEN FRANK

Product Design Leader

www.jenfrankdesign.com

jenfrankdesign@gmail.com

+1.513.702.3299

EDUCATION

University of Cincinnati

College of Design, Architecture, Art, & Planning

Bachelor of Science, Digital Design

2005 – 2010

SKILLS & METHODS

Agile Methodology
AI Design & Workflows
Best Practices for Native OS & Web
Creative Direction
Design Process
Digital Product Design
Interaction Design
Mentorship & Management
Requirements Generation
Specs for Development
Testing and Research
User Interface Design
User Journey Mapping
Wireframes
Workshop Facilitation

SELECT CLIENTS

American Express
AutoZone
BILL
Bloomberg
Cowen
Enigma Labs
Ernst & Young
ESPN
Fifth Third Bank
Macy's
OnDeck
Pfizer
Procter & Gamble
Prudential
RealSure
RHB Bank
Rite Aid
Starbucks
Verizon

EXPERIENCE

BILL New York, NY (Remote)

Sr. Staff Product Designer Jan 2023 - June 2026

Owning and leading product design for the entire platform mobile app team for iOS and Android. Partnering with product, engineering and data stakeholders.

Self-employed New York, NY

Product Design Consultant Aug 2022 - Dec 2022

Engaging with clients on a contract basis. Leading the design and delivery of individual projects while collaborating closely with client partners.

MOJO PSG New York, NY

Senior Director, User Experience July 2021 - Jan 2022

Director, User Experience Jan 2020 - July 2021

Lead User Experience Designer Sept 2018 - Jan 2020

Leading product design work across multiple client accounts. Developing project approach and strategy for new and existing clients. Providing creative direction, mentorship and process guidance to Mojo UX team.

Tigerspike New York, NY

Experience Design Lead Aug 2018 - Sept 2018

Senior Experience Designer June 2017 - July 2018

Leading the design and delivery of individual projects and tracks of work. Collaborating with clients as partners and experts. Planning and facilitating workshops, bootcamps, and design presentations. Managing and mentoring designers. Developing project approach and strategy.

mindbodygreen New York, NY

Senior Experience Designer May 2016 - May 2017

Bridging product, engineering, and creative teams. Defining product requirements, designing and iterating product enhancements and working with engineering team to implement. Creating user flows, wireframes, and mockups for the site and CMS.

Moment New York, NY

Senior Designer July 2013 - Apr 2016

Designer May 2011 - July 2013

Collaborating with clients to define, design and implement. Conducting research and providing recommendations. Concepting and refining designs through sketches, wireframes, mockups, and prototypes. Documenting design systems.

Fifth Third Bank Cincinnati, OH

Interaction Design Contractor Nov 2010 - Apr 2011

Moment New York, NY

Design Intern Sept 2008 - Dec 2009

Active Ingredients Larkspur, CA

Design Intern Mar 2008 - June 2008

LPK Cincinnati, OH

Design Intern Sept 2007 - Dec 2007