Chris Beard

User Experience Designer

Summary

Accomplished UX Designer with a comprehensive background in the end-to-end design process, from research to the launch and maintenance of products. Experienced in collaborating within agile environments to deliver web and mobile experiences that balance user advocacy with technical feasibility.

Experience

United Wholesale Mortgage | Pontiac, MI

UX Designer III | January 2025 – Current

United Wholesale Mortgage (UWM) is the nation's largest wholesale mortgage lender, providing B2B lending services and technology exclusively to independent mortgage brokers.

- Leading the redesign of navigation and product naming conventions for broker-facing web apps, projecting a 40% increase in findability based on UX research.
- Updated our broker facing task drawer resulting in an average completion rate of 80%, up from 15%.
- Led the design of an internal AI-driven, task-based productivity center, projecting a 20-40% increase in departmental efficiency by automating task creation and prioritization.
- Paired with our IT Architecture & Product Development department to enhance processes and tools that support IT operations, focusing on reducing pain points in the use and adoption of new technology implementations.
- Contributed expertise to those leading initiatives around a new Design System and Accessibility adoption.

UX Designer | Detroit, MI

Amrock, LLC | January 2022 – December 2022

Amrock, LLC (now Rocket Close) is the nation's largest independent provider of title insurance, property appraisals, and closing services, operating as part of the Rocket Companies ecosystem.

- Evaluated an existing MVP utilizing heuristic evaluations and journey mapping; collaborated closely with product teams to define key performance indicators (KPIs) and an overarching analytics implementation strategy.
- Focused on the improvement of our eClosing platform by applying a mobile-first design approach, eliminating redundant steps within complex workflows to deliver a more seamless and intuitive user experience.
- Championed inclusive design practices by defining and evangelizing accessibility standards across the entire product suite.
- Partnered with cross-functional product and engineering teams to drive the adoption and implementation of a new design system.
- Managed UX deliverables, timelines, and priorities across four concurrent agile development teams.
- Conducted user interviews and unmoderated usability studies to validate design decisions, while co-facilitating design thinking workshops with key stakeholders.

Nexsys Technologies | Detroit, MI

UX Designer | June 2018 – January 2022

Nexsys Technologies was a financial technology company dedicated to streamlining the complex real estate transaction process through advanced digital closing and title platforms.

- Partnered with cross-functional product teams to design one of the nation's leading mortgage eClosing platforms, supporting both in-person and remote video notarization workflows.

- Achieved and maintained a high-80s Net Promoter Score (NPS) for the Clear Sign eClosing product suite across dual user bases (consumers and notaries).
- Decreased eClosing transaction failures from 15% to 3% by optimizing user flows, refining content clarity, and implementing guided self-recovery features.
- Managed UX strategy, deliverables, and timelines across five concurrent agile development teams, simultaneously supporting three distinct digital products.
- Co-authored our design system, building out reusable components and libraries across Adobe XD and Figma.
- Led the end-to-end design of an industry-first, self-service homeowner's insurance verification portal tailored for B2B mortgage companies.

DownShift.io | Remote

UX Designer | June 2015 – January 2016

Downshift.io was a social media tech start-up focused on the automotive meet-up community, aiming to streamline event management and registration processes through digital vehicle garages.

- Worked with founders to define the overall vision of the digital products for both the web and mobile platforms.
- Defined the combined experiences for the event management and social media aspects of the products to ensure a seamless transition from registering for an event, to engaging in a community of like-minded car enthusiasts.
- Worked with stakeholders to negotiate scope for the MVP to be able to meet user needs and business goals.

Amrock, LLC | Detroit, MI

UX Designer | May 2013 – June 2018

Amrock, LLC (now Rocket Close) is the nation's largest independent provider of title insurance, property appraisals, and closing services, operating as part of the Rocket Companies ecosystem.

- Slashed appraiser order acceptance times from half a day to minutes by designing and launching a mobile application that enabled field workers to manage orders on the go and improved communication with the home office.
- Optimized existing processes and designed new workflows within the core in-house software systems used to manage complex title, appraisal, and settlement services.
- Conducted contextual observations and in-depth user interviews to map internal workflows, uncover user pain points, and define key personas for in-house applications.
- Partnered consistently with senior leadership and business teams to translate business goals into actionable design strategies, maintaining clear communication of design rationale and project timelines.
- Served as a core member of the internal innovation team, organizing events, evangelizing UX best practices, and promoting skill development to explore new technologies and improve business functions.
- Assisted to organize events, evangelize, and promote skill growth through projects during our innovation time.

Skills

Contextual Inquiry, Heuristic Evaluation, User Interviews, User Flows, Wireframes, User Journeys, Information Architecture, Interactive Prototypes, Usability Testing, Accessibility Standards, WCAG, UI Design, SaaS, Agile, Scrum, Kanban, CSS, HTML, Java-Script, Figma, Adobe XD, Adobe Illustrator, Adobe Photoshop, Adobe Creative Suite, Azure DevOps, Jira

Education

Baker College, Bachelor Information Technology and Security

Major: Information Technology and Security | Minor: Information Assurance

Baker College, Associate of Applied Science

Focus: Web Design