Jessica Brooke

Designer

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Experience

Atlassian
Senior Product Designer
March 2019 - September 2025

- Supported multiple cross-functional teams at Atlassian, including Statuspage, Compass, Halp, Jira Service Management (JSM), and Confluence, serving diverse technical and enterprise audiences.
- Designed and implemented migration tooling that successfully transitioned thousands of users from Statuspage into the Atlassian ecosystem, ensuring continuity of service and minimizing disruption during product migration phases.
- Designed and implemented migration tooling to transition users from Halp to Jira Service Management, maintaining service continuity and data integrity throughout Halp's product sunset.
- Conducted user research, interviews, and usability testing to identify developer pain points during the alpha and beta launch of Compass, a DevOps knowledge and health tracking platform.
- Worked under general supervision on Compass projects, demonstrating strong attention to detail and precision across all phases of design, from research to final implementation.
- Designed key Compass features, including scorecards and metrics dashboards, to help teams track repository health, API dependencies, and system documentation quality.
- Collaborated across research, content design, and engineering to deliver enterprise-level automation tools in Confluence, improving information access, workflow efficiency, and administrative control for large organizations.
- Advocated for accessibility, usability, and documentation standards, ensuring sustainable and inclusive design practices across platforms.
- Contributed to cross-product design systems and documentation standards, promoting consistency, scalability, and sustainability across the Atlassian suite.

Symphony Communication Services
Senior UX Designer
May 2015 - February 2019

- Lead designer on 4 of Symphony's desktop products.
- Drove the development of the desktop product that improved core functionality through rapid interaction prototyping and user testing.
- Partnered with user researcher to conduct testing to validate design assumptions biweekly. Testing included lean, remote, and client facing. Writing scripts and moderators guides to maintain consistency and gain user insight.
- Established color themes to comply with Accessibility Guidelines (WCAG) on the desktop product.
- Created design guidelines/templates to be used by designers and developers to ensure that all visual presentation of text and images of text maintain the WCAG contrast ratio of 4.5:1.
- Lead designer for the first version of Symphony Lite a "lighter weight" chat product. Design work includes wire frames, prototypes, testing with customers, and final visuals.
- Engaged cross-functionally with the desktop developers in Europe and South America to create interactions and visual specifications for development and implementation.

Education

San Jose State University
Master of Library and Information Science (MLIS)
August 2025 - Present

California State University, East Bay
Bachelor of Fine Arts (BFA)
Graphic Design / Traditional Arts
2012 - 2014

City College of San Francisco
Associates of Arts (AA)
Liberal Arts and Sciences / Liberal Studies
2007 - 2011

Tools

- AI tooling - V0, Bolt, Lovable, etc.
- Figma suite
- Framer
- Miro & Mural
- Atlassian suite
- Notion
- Microsoft suite
- Google suite
- Adobe suite

Skills

- User experience strategy & vision
- User-centered thinking
- Rapid interaction prototyping
- Style guides & pattern libraries
- Research/testing
- User testing facilitating
- Analytical problem solving
- Attention to detail and accuracy
- Collaborative cross-functional communication
- Empathy and stakeholder engagement
- Documentation and process design
- Adaptability and continuous learning
- Painting
- Drawing