

Eric Eng Design

188 Village Road
South Orange
New Jersey, 07079

M 773 575 3480
email@ericeng.com
www.ericeng.com

EXPERIENCE**Publicis Sapient**, New York — Associate Experience Director

2021 March–Present

Leading experience teams delivering Publicis Sapient's digital business transformation practices—including organizational change, strategy, innovation and experience design. Currently managing teams across our Health and Financial Service portfolio, supporting capability recruitment and mentoring Early Careers program candidates.

JPMorgan Chase, New York — VP, Experience Design Lead - Design Innovation

2019 June–March 2021

Design Innovation UX lead developing new digital products across the Chase product ecosystem.

JPMorgan Chase, New York — Design Practice Lead - Digital Payments

2018 May–June 2019

Design practice lead building and facilitating training programs to enable teams to leverage user-centered design, user research, and a blend of Lean/Agile/XP methodologies. Contributor to the Digital Customer Experience product design playbook leveraged across JPMC product teams.

JPMorgan Chase, New York — VP, Experience Design Lead - Digital Payments

2017 March–June 2019

Chase Digital Payments UX lead driving experience innovation and user research across web/ mobile channels for consumer and business banking products. Responsible for integrating the JPMC design systems and customer communications strategy across the Payments platforms.

IBM Watson Health, New York — Design Team Lead

2015 November–January 2017

Design Lead managing a multidisciplinary design team developing enterprise AI products, including Watson for Clinical Trial Matching and Watson for Oncology.

IBM Watson Health, New York — Advisory Designer

2015 July–November 2015

Advisory Designer developing a Watson Health design system and implementing new experiences and UX patterns for Watson for Clinical Trial Matching.

The Wall Street Journal, New York — Digital Art Director

2014 May–July 2015

UX art director lead design with consumer product teams to build editorial experiences across the web and native mobile channels for WSJ.com – Article Page (US & Japan Ed.), Blogs, Streaming Stories; WSJ's ADA accessibility & design system development.

EDUCATION**London College of Communication**, London UK — Masters of Art, graphic design

2008–2009

Maine College of Art, Portland, Maine US — Bachelor of Fine Arts, graphic design

2000–2004

SKILLS

Experience: user-centered design, UX, UI & interaction design, experience strategy, quantitative/qualitative user research, prototyping, design systems, user journeys and UX architecture. **Brand:** custom typeface design, brand/identity strategy, print & digital touchpoints. **Platform:** responsive web, native/hybrid iOS and Android, multi-screen display, touch-tablet, enterprise. **Methodologies:** design thinking workshop facilitator, Agile & Lean coach, design ops, HIPAA & ADA champion.

TOOLS

Figma, Sketch, InVision, Creative Suite, Final Cut Pro, Font Lab, Mural, InVision DSM. Experience with React, Angular, AI & NLP platforms.