

Jared Mills

Product Designer

Email
jared@jared-mills.com

Website
www.jared-mills.com

Address
Chicago, IL

LinkedIn
www.linkedin.com/in/jaredmillsdesign

Skills

UX Design

Research

Design Systems

Wireframes

Interaction Design

Prototyping

User Flows

Workshop Facilitation

Lean Product Development

Technical

Vibe Coding

AI

Framer

Git

Figma

Adobe Creative Suite

HTML

CSS

Experience

- Aug 2024 – Present Chicago

 **Lead Product Designer**
United

 - Led end-to-end 0→1 product design for multiple high-impact internal platforms including Trip Trade (pilot scheduling marketplace) and Pharos (network planning optimization).
 - Partner with business and dev teams to define testing plans, MVP scope, and value propositions to build a strategy for immediate changes with long-term, scalable solutions.
 - Ensure scalable and consistent experiences through UT and elevating design standards; frequently presenting to cross-disciplinary teams and executives.
 - Designed scalable workflows for pilot marketplace, ensuring complex trade, pickup, and drop scenarios; resulted in 30–45% faster completion times—observed in user testing.
- Oct 2023 – Aug 2024 Remote

 **Sr. UX Designer**
City National Bank

 - Reimagined onboarding, transactions, and account summary flows improving customer satisfaction and driving a 20% increase in usage.
 - Collaborated with product owners, engineers, and other partners to understand complex problems, design end-to-end solutions, and ensure accurate implementation for personal banking applications.
 - Built no-code interactive prototypes, presented designs to UX partners, cross-disciplinary teams, and executive leaders—tested and refined concepts with high-net-worth clients.
- Jan 2019 – Sep 2023 Chicago

 **Assistant Director | UX**
EY

 - Directed design for the Global Tax Platform (100K+ enterprise users), improving workflows by 25% and embedding iterative research cycles into delivery.
 - Facilitated workshops with stakeholders to ensure user-centric solutions for tax preparers, and deliver artifacts like wireframes, journey maps, task flows, high fidelity designs, and prototypes.
 - Mentored designers and shaped global UX culture through one-on-one mentorship, hosting team events, and design critiques.
- Oct 2016 – Dec 2018 Chicago

 **Sr. UX Designer**
Epsilon

 - Modernized the Access advertising platform by standardizing interaction patterns and simplifying client workflows for self-service campaign management.
 - Partnered with design system team to evolve enterprise design system—validated patterns through testing, driving a 50% decrease in development costs.
 - Ensured a consistent experience by translating user research insights into actionable design solutions that improved customer engagement.

Latest projects



WebCargo

Modernized fragmented cargo workflows for admins and customers into a unified experience.

<https://www.unitedcargo.com>



CNB Account Summary

Led UX for high-net-worth Account Summary customizations.

[city national bank app](#)

Education



The New School
M.S Design & Mgmt.
2019–2020 (Incomplete)
New York, NY
3.97 GPA



Boston University
Design & Development
2011–2012
Washington, DC
4.0 GPA



Michigan State Univ.
B.A. in Economics
Psychology minor
East Lansing, MI



IxDF

AI for Design, Affordances, Usability Testing
2019–2025



Skillsoft

Leveraging AI, Accessibility, Design Thinking
Oct 2023



deque

Web Accessibility Curriculum & IAAP Prep.
April 2020



Adobe

Analytics: Reports and Visualizations I & II
May 2023