



CHRIS BRANHAM

UX Designer | Product Manager

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SUMMARY

I have been a UX Design Leader with 12+ years of experience in end-to-end product design and 5+ years in cross-functional team leadership. A proven track record in reducing design debt, boosting team efficiency, and enhancing product adoption through user-centered design and agile collaboration.

EDUCATION

Bachelors Degree of Industrial Design

Columbus College of Art & Design
August 2003 - May 2007

SKILLS

Soft

Problem solving
Creative thinker
Organized
Communicative
Approachable
Empathetic
Patient
Adaptable & Flexible
Conflict Resolution
Mentoring
Collaborative
Delegation
Presenting
Team Motivation
Time Management
Relaxed under pressure

Technical

Figma / FigJam
XD
Sketch
Invision
Info Architecture
Workflow
Journey Mapping
Wireframing
Prototyping
Research Methodology
Agile & Scrum
UX Writing
Adobe Creative Suite
Microsoft 365
Confluence
Visual Studio Code

INTERIM MANAGER / UX DESIGN LEAD

JPMORGAN Chase 09/2019 - Current

Led UX efforts across 3 product verticals, improving NPS by 20% and reducing design handoff time by 25% through agile alignment and planning systems. Delegate and prioritize UX work to align with roadmaps, to increase dev efficiency. Created UX educational decks to support stakeholders, managers and new teammates for onboarding. Provided mentorship opportunities to JPMC colleagues for internal hiring.

PRODUCTION MANAGER

Hope City House of Prayer 10/2019 - 7/2023

Managed 2 staff and 20+ volunteers with less than 3% churn during my tenure. Added instructional manuals, monthly training sessions for onboarding and training to increase ramp-up time and working knowledge.

Established OKRs for production and administration team. Increased social media growth and engagement by 15%. Added QC checks for audio and video, improving our quality by 5% weekly. Scheduled maintenance and inventory checks lowered equipment replacement by 40%. Provided courses on conflict resolution and character development, lowering disagreements and disputes to less than 3%.

DESIGN CONSULTANT

Desktop Creatives 09/2016 - Current

Founder of Desktop Creatives. Supporting diverse clientele remotely to establish quality products through evaluations, creative strategy planning and end-to-end processes. Reference additional information [here](#).

UX RESEARCH & DESIGNER

HMB NET 10/2018 - 06/2019

Lead UX designer, researcher and brand designer for Learning Circle Software. Created user segments, journey maps and data analysis. Produced workflows, wireframes, A-B testing, and prototyping. Additional responsibilities included, branding and style guide, logo design, marketing materials, and website management.

GRAPHIC DESIGNER / UX DESIGNER

KEMBA Financial Credit Union 15/2013- 10/2018

Responsible for designing all marketing materials, branding, interior layouts as well as website and mobile app updates. Revamped brand standards, branch interiors and work attire. Supported event staff and specialty products as brand ambassador. Led research and design effort for recreating ATM interface, website and mobile application. Created workflows, wireframes and prototypes for A-B testing.

LET'S BRAINSTORM!

