# Jasper Miles Tom

## UX Designer

I'm a generalist designer who's skilled at collaborating on a cross-functional team while representing the user, scoping features, and shipping quickly.

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Washington, DC

## Experience

### Expel

**Senior UX Designer:** Feb 2023 - Feb 2024

- Designed complex user interfaces and workflows for cybersecurity enterprise software
- Defined user pain points through user feedback loops, customer interviews, and quantitative/qualitative research methods
- Participated in design critiques for cross platform teams and contributed to the new Design System
- Iterated on key use cases that resulted in reducing our end user "alert to fix" metric by 20% while workload increased 2X

**UX Designer:** April 2021 - Feb 2023

- Designed a workflow that reduced average end user cycle time on customer deliverable from 24 min to 11 min (a 54% decrease)
- Created test plans and conducted usability testing for external customers and internal users
- Created communication deliverables to align feature teams on topics like ML data

**Associate UX Designer:** Dec 2019 - April 2021

- Designed and simplified part of a patented reporting UI that reduced user work time from 22 min to 8 min (a 64% decrease)
- Continually improved UX documentation for Eng/QA hand-off that enabled better communication and clearer requirements

### CMU Human Computer Interaction Institute

**Research Assistant:** June 2018 - May 2019 & May 2016 - Aug 2016

- Designed algebra UI to show how student progress was assessed by the back end in real time
- Applied insights from academic papers and user testing to designs

## Education

### Carnegie Mellon University

**Bachelor of Design:** Aug 2014 - May 2019

## Skills

Lean UX

Prototyping

Enterprise UX

User-centered design

UX research

Competitive analysis

Communication

Interaction design

Usability testing

Contextual inquiry

Cybersecurity knowledge

## Software

Figma

Sketch

Loom

Condens

After Effects

Photoshop

Illustrator

InDesign

Adobe XD