

Jessica Loren Star

WORK EXPERIENCE

Edward Jones

Senior UX Designer

Jun 2023 – present

- Direct UX strategy across cross-functional team of product leadership, UX research & accessibility partners, and key stakeholders
- Lead design and research on transformation of a multi-application workflow into a holistic tool driven by user needs
- Create user-focused idea backlog, support use across multiple products, and partner with Product Owner to prioritize user needs in roadmap
- Mentor junior researcher and oversee creation of research deliverables
- Lead biweekly design critique sessions for cross-portfolio designers

UX Designer II

Aug 2020 – Jun 2023

- Established and implemented efficient processes to integrate UX into Agile workflow as sole designer across multiple product delivery teams
- Executed complete design lifecycle of data-intensive application, from wireframes to launch to 36,000 users
- Contributed component patterns for global design system and aligned with design operations team to test across use-cases

UX Designer (Contractor)

Dec 2019 – Aug 2020

- Partnered with researcher on intranet's information architecture redesign
- Built new UX onboarding program and onboarded all incoming designers

CIC Saint Louis

Community Leader

Jan 2018 – Sep 2019

- Led client experience team, cultivated client relationships, and adjusted environment, aesthetics, communications, procedures and systems to create seamless experience for community members
- Managed daily operations at CIC 4240 building while coordinating efforts to bring new building online, a \$7 million development project
- Developed a \$850K annual operating budget and managed \$20K in monthly expenditures

Community Principal

May 2017 – Jan 2018

Community Specialist

May 2016 – May 2017

Community Associate

May 2015 – May 2016

Driven connector and empathetic solution-finder with 8+ years in product design and strategy, client experience, operations, and team development. A curious, tenacious, and continual learner, I thrive at the intersection of people and process.



CONTACT

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EDUCATION

LaunchCode: UX Focus

Women+ Program

**Washington University
in St. Louis** | Sam Fox School
of Design & Visual Arts

BFA *cum laude* in Sculpture
Danforth Scholar

SKILLS

Product Design
UI/UX Design
UX Strategy
Design Operations
Contextual Research
User Personas
Journey Mapping
User Flows
Service Blueprinting
Interactive Prototyping
Wireframing
Usability Testing
Agile Methodology

TOOLS

Figma
Sketch
InVision
Adobe Creative Suite
Jira
Zeplin
Pendo