JOYCE HANSEN

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I'm passionate about solving problems—uncovering user needs through research and crafting intelligent solutions through an iterative design process.

EXPERIENCE

JP Morgan Chase, Chicago, Illinois

User Experience Design Vice President/Associate, 2019–current

Led projects through a collaborative, user-centered design approach from discovery through design and delivery for middle office operations application. Provided direction and feedback and managed book of work for design pod.

- Facilitated workshops and user research sessions, including interviews and usability evaluation and synthesized research findings to identify themes
- Created journey maps and process flows to identify opportunities, designed low-fidelity wireframes to align on target-state vision, and utilized design system to create high-fidelity prototypes.
- Partnered with product owners and business stakeholders to define requirements and advocated for a user–centered design process.
- Mentored junior designers through constructive feedback and guidance on UX methodologies.

User Interface Design Associate, 2018–2019

Applied design system update to corporate investment banking application, created documentation for design and technology teams, and maintained consistency while evolving and adapting patterns for complex interactions.

Walgreens, Chicago, Illinois

User Interface Designer, 2017–2018

Designed new features and functionality for e-commerce website within the cross-site team. Applied and evolved a new design system, collaborating across teams to ensure efficiency and consistency.

Intouch Solutions, Chicago, Illinois

Art Director, 2017

Designed a pharmaceutical website offering information to healthcare providers.

Manifest, Chicago, Illinois

Associate Creative Director/Senior Art Director, 2014–2017

Led creative teams from concepting through delivery of digital experiences.

- Collaborated with a cross-disciplinary team in conducting discovery interviews, identifying key insights, and defining features and patterns.
- Managed multiple projects simultaneously, working with multiple clients and teams under daily deadlines.
- Created the visual language for a high-profile smartphone app as part of an agile team.
- Contributed to learning and culture by sharing expertise with the experience design team.

FCB, Chicago, Illinois

Art Director, 2013–2014

Designed responsive consumer website and style guide for a prescription medication. Enhanced overall digital experience and ease of use on smartphone while ensuring adherence to legal requirements.

Razorfish, Chicago, Illinois

Senior User Interface Designer, 2010–2013

Collaborated within a cross-functional team to design a responsive website for a leading insurance company, including multi-page quote, application and customer service processes. Contributed key pages and visual solutions for a national retailer's mobile website and apps.

- Developed customized solutions for complex interactions, utilizing and evolving a design system.
- Created visuals for native Android and iOS apps, exploring and utilizing functionality unique to each platform and supporting business objectives.
- Led creative teams in designing customer account management experiences and maintaining and enhancing online style guide.

Talk3, Northfield, Illinois

Visual Designer, 2010

Contributed visual and interaction design for consumer mobile iOS and Android apps and dashboard interface. Supported leadership in creation of presentation materials.

Arc Worldwide, Chicago, Illinois

User Interface Designer, 2010

Created visuals and experiences for a major consumer appliances website. Worked within a team of creative team on a large, constantly evolving digital re-platform across multiple product categories.

Proximity, Chicago, Illinois

User Interface Designer, 2009-2010

Designed a templated website, including interactive educational experiences for kids. Partnered with copywriter to concept and create digital promotions, and created visual interface for iOS app.

EDUCATION

Master of Science in Human Computer Interaction
DePaul University, Chicago, Illinois

The Creative Circus, Graphic Design
Atlanta, Georgia

Bachelor of Arts, Major in Graphic Communication, Summa Cum Laude
St. Norbert College, DePere, Wisconsin