

JEANNE L. HALLOCK

Principle UX Designer and Human-centered Leader for the Enterprise

SUMMARY

As a seasoned, enterprise-focused B2B UX designer, I ensure my team leads project teams and business through initial project visioning, user research, design to final user feedback for new and migrating applications, resulting in on-time, polished and effective experiences.

EXPERIENCE

- **Principal UX Designer, EXP.O NOW**
Expeditors International, February 2019 – present

I built and lead a cohesive team of 5 designers in support of an aggregation of 7 applications for a userbase of 55,000+ customers and 12 project teams located between Seattle and Chennai. I mentor the designers, creating learning opportunities for their desired career direction. I ensure their work meets our design standards and patterns, created through team collaboration.

I work with product managers and business stakeholders to understand and envision their business goals in order to design complex yet effective and intuitive solutions. I lead discovery and user research with our customers to understand their needs.

I work with product and development management to establish and adapt processes for UX from product discovery to design system components. I manage the team's workflow and schedule.

- **UX Designer 3, Transportation Group & Cargo Signal**
Expeditors International, March 2014 – February 2019

I incorporated the full user-centered lifecycle in multiple projects reducing employee costs by over \$1 million in the first year.

I achieved full adoption of UX by the Transportation Group helping to add additional designers to the UX team.

- **UX Designer 2, CRM Group**
Expeditors International, October 2005 – March 2014

- **Enablement Manager**
GiftCertificates.com, May 1999 – October 2005

I managed a team of 4 developers and designers while managing our schedule. I onboarded and mentored new developers. I also was responsible for production work.

CONTACT

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FOR MORE DETAILS

- **LinkedIn**
<https://www.linkedin.com/in/jeanne-hallock-3242a11/>
- **Portfolio**
<https://virtualinsites.com/>

SKILLS

- Sketch, Lunacy, XD
- Prototyping - HTML, CSS, jQuery, JavaScript, JSON
- Pattern library, design system development
- Design thinking, user research & usability testing
- Wireframing
- User flows, journey maps
- Enterprise/High-data UI design
- Agile and SAFe
- Team collaboration

EDUCATION & TRAINING

- NN/g UX Certification in UX Management, June 2023
- Continuing education through Interaction Design Foundation, meetups, webinars, conferences, college classes, articles and books
- Bachelor of Science, St. Cloud State University, Magna Cum Laude