
Jeremy Abrams

Senior Director of User Experience | Human-Centered Leader | Strategic Thinker

847-370-9342 | jeremy@jeremyabrams.com | www.jeremyabrams.com | Chicago, United States

■ SUMMARY

Empathetic UX leader dedicated to building the psychological safety, trust, and purpose-driven culture required for true innovation. By creating secure environments where teams feel empowered to take risks, I cultivate resilient organizations that consistently deliver. Highly strategic and industry-agnostic, I transform complex challenges into intuitive products that generate record-breaking annual growth. I drive operational efficiency by scaling DesignOps, streamlining workflows with AI, and architecting design systems, while actively mentoring emerging talent in the broader design community.

■ KEY ACHIEVEMENTS

Efficiency Improvement

Reduced design, QA, and engineering time by 90%, 50%, and 25%, respectively, with new system.

Team Retention Excellence

Maintained a 94% team retention rate and facilitated 15% engagement increase through coaching.

Revenue Growth Success

Grew annual revenue by 50% year-over-year, securing six-figure income for Chicago Solutions Network.

App User Growth

Directed UX for apps achieving over 1M downloads and 250k+ active users, enhancing user experience.

■ EXPERIENCE

Senior Director of User Experience

06/2022 - PRESENT · CHICAGO (REMOTE)

Prosper Marketplace

- Directs UX operations for high-scale financial products serving millions of customers, overseeing design strategy for portfolios spanning tens of billions in loan originations and hundreds of millions in credit card receivables.
- Led development of an overarching product strategy in collaboration with executive leadership; established three strategic pillars that guide roadmap priorities and fueled record-breaking annual growth in 2025.
- Architected the company's first design system, utilizing user research and analytics to validate that we reduced design time by 90%, QA time by 50%, and engineering time by 25%.
- Spearheaded a comprehensive brand refresh and directed its omnichannel rollout across mobile and web applications, marketing websites, direct mail, and in-office environments to cultivate a consistent, trustworthy brand experience.
- Drove UX maturity by establishing specialized strategy and metrics teams that regularly present to executive leadership, fueling the integration of design-thinking into multi-year business planning.
- Implemented AI-driven workflows and Figma MCP to accelerate prototyping and research, significantly improving design throughput and iteration speed.
- Leads content design as a dedicated UX discipline, managing a team of content designers and growing talent from mid-level to senior and staff roles.
- Maintained a 94% retention for an 18-member organization and advanced professional growth through specialized coaching, resulting in 9 internal promotions and a 15% increase in engagement.

Mentor

2022 - PRESENT · CHICAGO (REMOTE)

MentorCruise

- Has mentored 20+ UX professionals across all career stages, driving successful career transitions and accelerating promotions into senior designer, leadership, and independent freelance roles.

- Elevates technical and strategic execution by coaching mentees on design thinking, visual design, and Figma best practices, resulting in measurably stronger portfolios.
- Equips designers for competitive job markets via comprehensive resume and portfolio reviews, directly resulting in successful first-time placements, strategic lateral moves, and leadership promotions.
- Cultivates executive presence and leadership skills by advising on stakeholder management and constructive conflict resolution.
- Empowers designers to navigate complex environments and drive design maturity within their organizations.

Director of User Experience
Anthem (now Elevance Health)

01/2020 - 05/2022 · CHICAGO (REMOTE)

- Directed UX for digital healthcare products serving millions of users, overseeing the design and delivery of five distinct products across three dedicated scrum teams.
- Scaled a multi-disciplinary team from 2 to 10 designers and UX researchers, operating in a player-coach capacity to mentor talent from junior to principal levels.
- Formalized design operations by implementing a dual-track agile methodology, ensuring design remained one sprint ahead of engineering to eliminate bottlenecks and accelerate product development.
- Built our organization's inaugural design system by leveraging data-informed design practices and user research to optimize workflows and unify user experiences across all product lines.
- Facilitated monthly design sprints and introduced human-centered design across a 100-person innovation division.

Owner and Operator
Chicago Solutions

10/2017 - 12/2024 · CHICAGO (REMOTE)

- Managed a cross-functional team of six UX practitioners and engineers, delivering innovative solutions for diverse industries, including Fortune 500 companies, healthcare, and early-stage startups.
- Secured six-figure annual revenue with 50% year-over-year growth.
- Delivered tailored UX and workflow management solutions, driving business success across political, corporate, and startup sectors.

Director of Product and Design
NewFounders

11/2016 - 07/2018 · CHICAGO (REMOTE)

- Directed a six-person cross-functional team to deliver innovative election transparency services and voter engagement tools.
- Collaborated with 14+ major partners to launch a database of 300,000+ elections, offering real-time alerts and critical voter information.
- Developed a fundraising service for community organizations, boosting their revenue generation capabilities.
- Defined digital strategy for the NewFounders Conference, featuring high-profile speakers including J.B. Pritzker and Tim Ryan.
- Partnered with national political organizations, such as the DNC, Rock the Vote, and Ballotpedia, to drive civic engagement and advocacy initiatives.

EARLIER EXPERIENCE

User Interface Designer , Wellright	2016 - 2017 · CHICAGO
Product Manager , Fooda	2015 - 2016 · CHICAGO
Owner and Operator , Uppd (2014 Techstars Chicago finalist)	2013 - 2014 · CHICAGO

■ EDUCATION

J.D.
Chicago-Kent College of Law
CHICAGO, UNITED STATES

B.A. In Communication
University of Illinois at Urbana-Champaign
URBANA-CHAMPAIGN, UNITED STATES

■ SKILLS

Leadership

Creative Problem Solving

Executive-Level Communication

Managing Managers

Building an Inclusive and Diverse
Design Culture

Design Thinking

Process Improvement

Scaling Design Operations

Change Management

Analytical Decision Making

Systems Thinking

Data-Driven Design

User Research

Content Design

Agile Methodology

Technical Product Experience

Figma

Adaptability

Delegation

AI Utilization

Innovation
