

Abraham Ban

Senior UX/UI Designer

224-730-2583
ban.abraham@gmail.com

Portfolio Website: abeban.com

Experience

J.P. Morgan Chase Corporation / Senior User Experience Designer

Oct 2022 - PRESENT, Chicago, IL

I. Continuous Integration & Deployment Dashboard Enhancement

- Reduced manual touchpoints in the pipeline flow from 4 to 1, leading to a 40% increase in productivity and approval process efficiency.
- Revamped the user experience of the pipeline dashboard to cater to various roles including leads, managers, and developers.
- Enhanced developers' ability to monitor pipeline status in real-time.
- Resolved product overlaps and divergences, thereby improving actionable insights and problem-solving capabilities during pipeline failures.

II. Streamlined Pipeline Creation with Template-Based Setup

- Eliminated the need for third-party applications, resulting in significant time savings for developers.
- Developed a feature page offering a range of company-standard templates, which minimized errors and optimized workflow.
- Contributed to developer confidence by removing the complexities of building pipelines from scratch.
- Data Observability Management Tool Redesign by researching users, creating user flows, competitive analysis, synthesizing user feedback, and creating solutions through wireframes.

III. Transformed an existing portal into a comprehensive Data Observability Management Tool.

- Led redesign of an existing portal into a Data Observability Management Tool.
- Empowered developers with real-time insights into code lifecycle and pipeline development through user testing and implementing a prototype design.
- Streamlined problem-solving, automation, and optimization through standardized telemetry and events.

Northwestern Medicine / User Experience Designer

Feb 2022 - Aug 2022, Chicago, IL

- Collaborated with key stakeholders on the NM expansion project, leading discovery research that included user interviews and the development of a template site.
- Redesigned intricate wireframes, resulting in a 50% more efficient user journey from the landing page to NM.org's billing portal.
- - Enhanced the billing experience by streamlining content, leading to a 30% reduction in unnecessary or outdated information.
- Through user feedback, refined billing content to highlight the most crucial information, increasing user comprehension by 40% and facilitating a 25% faster bill payment process.

Portra App - Freelancing / User Experience & User Interface Designer

Sept 2021 - Jan 2022, Chicago, IL

- Lead Designer for a photography portfolio app.
- Managed the end-to-end design process, from wireframes to high-fidelity designs.
- Adhered to iOS design guidelines for optimal user experience.
- Transformed wireframes into polished UI/UX designs.
- Developed the app's brand identity to connect photographers with local businesses.
- Introduced a point-gathering feature to boost photographers' professional profiles in the industry.

Smart Platform Group (Samtec Inc.) / User Experience & User Interface Designer

Apr 2017 - Mar 2021, Indiana

- Lead UI/UX Designer at Smart Platform Group, funded by Samtec, Inc.
- Shaped user interactions for various open-source projects.
- Worked across domains like machine learning, AI, and NLP.
- Designed an intuitive chatbot interface, reducing customer issues and boosting engagement.
- In an agile environment, led design for over 100 features.
- Collaborated with 10+ developers to align products with design vision.

Designation Labs (Flatiron) / Junior User Experience, User Interface, & Front-End Developer

Apr 2015 - Oct 2015, Chicago, IL

- Junior UX/UI Designer and Front-End Designer at Designation Labs (formerly Flatiron).
- Transformed mockups into responsive, cross-browser compatible code.
- Ensured a smooth user experience across all devices and platforms.
- Adopted a user-centered approach in design.
- Collaborated with diverse teams for optimal product outcomes.
- Trained in UI Design, Integration Design, and Front-End Development through an immersive curriculum.

Education

Designation Labs / UX/UI Design Bootcamp

2015 Chicago, IL

Columbia College Chicago / Bachelor of Arts - Graphic Design

2013 Chicago, IL

Skills

Figma, Sketch App, User Centered Design, UX Design, Prototype, Wireframing, Stakeholder Interview, User Interviews, Design System, Azure, Jira Confluence, Adobe Illustrator & Photoshop, Google Analytics, Responsive Web Design,, Javascript, Competitive Analysis, A/B Testing, Journey Mapping, Persona