JAY KAMINS

Human-Centered Product Design: UX, UI and Research

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Portfolio and **case studies** at: jaykamins.com

SUMMARY

Versatile human-centered designer, researcher and strategist passionate about transforming complex product challenges into intuitive, delightful experiences.

Leveraging a diverse skill set including UX/UI design, accessibility, prototyping and writing, I've led design efforts on medical devices, applications, native mobile apps and websites.

Progressing from journey maps and wireframes to high-fidelity interfaces, I validate with users and collaborate across teams to ensure technology, business goals, and user needs converge into outstanding products.

CORE SKILLS

- User interface (UI), experience (UX), interaction and service design
- Wireframes, business blueprints, journey mapping and content strategy
- User research planning, conducting and analysis
- Collaboration, communication and presentation

SUPPORTING SKILLS

- Strategic thinking, tactical execution, creative problem solving, consensus building and alignment, emotional intelligence, empathy, servant leadership, kindness

EXPERIENCE HIGHLIGHTS

Principal Product Designer, Surgical Robotics
Medtronic, June 2022-Present

Led UX/UI design for flagship robotic surgery platform and supporting applications

- Designed wireframes, low/high-fidelity interfaces and prototypes, validating direction with rigorous user testing.
- Drove significant, measurable improvements to usability, accessibility and patient safety.
- Partnered with researchers to ensure user testing protocols and analysis yielded reliable, actionable design insights.
- Embraced risk mitigation, regulatory, legal, technical, and business requirements as vital design inputs.
- Created a multi-platform design system harmonizing digital/physical interfaces, light, audio and haptics.
- Led initiative to better leverage data to proactively address system errors and prioritize enhancements.
- Delivered assets, specifications and styles to ensure a smooth transition from design to software development.
- Managed vendors and provided creative direction for design efforts on outsourced projects.

Principal User Experience / Product Designer
Enterprise DB, Oct 2021-June 2022

Led user-centered refresh to suite of cloud-based database tools (SaaS, DBaaS).

- Created personas, journey maps, wireframes, low/high-fidelity interfaces, and interactive prototypes.
- Leveraged quantitative and qualitative research to assess user behaviors and validate solutions.
- Developed front-end applications with HTML, CSS, React and Tailwind.
- Founded a scalable, multi-product atomic design system.
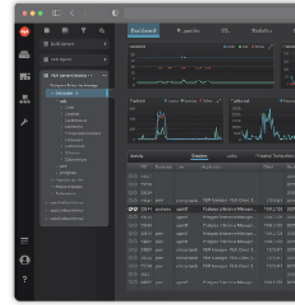
Principal User Experience / Service Designer
FM Insurance, Apr 2019-Oct 2021

Designed enterprise software and CRM services for streamlining insurance underwriting and claims.

- Designed complex, high-traffic, collaborative applications with multiple types of users and administrators.
- Created personas, business blueprints, journey maps, wireframes, low to high-fidelity layouts and interactive prototypes.
- Collaborated and evolved an atomic-based design system.
- Verified design direction with user research including interviews, workshops, and testing.

Principal User Experience Designer / Owner
Pixel & Light, Nov 1999-Apr 2019

Designed web, mobile experiences for clients including Google, Fidelity, Pixar, PBS, The Smithsonian, Viacom, Volkswagen, Warner Brothers, Boston University, Harvard University, MIT, and Unilever.

- Built, led and managed multiple teams of designers, developers and vendors.
- Designed user experiences for 120+ commercial websites and native mobile apps.
- Created 200+ technical/editorial illustrations, animations and videos.
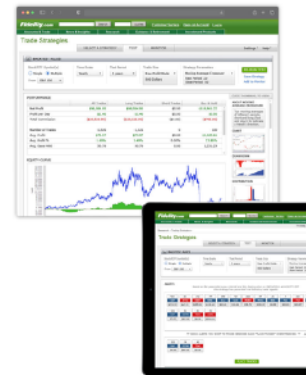
Senior Visual Designer / Creative Director
SilverPlatter Medical: Jan 1993-Apr 1999

Led designers and developers building educational software for primary care physicians and specialists.

- Created interfaces, illustrations, animations and videos for 40+ interactive, CME accredited educational products.
- Partnered with authors and subject-matter experts to develop content.
- Promoted to Creative Director to lead creative efforts and oversee software development.

PRIMARY TOOLS

Design: Figma, Sketch, Adobe Creative Suite, Audacity

Research: Qualtrics, UserZoom/Usertesting.com, SurveyMonkey

Collaboration: Miro, Mural, Powerpoint, Zeroheight, Figjam

Video: Adobe Premiere, After Effects

Front-end development: HTML, CSS, Javascript, React

EDUCATION

University of Massachusetts
Bachelor's in Fine Art, Design. *Cum laude.*

CERTIFICATIONS

Certified Professional for Usability and User Experience
International Usability and User Experience Qualification Board

Certification in User Experience Research
Nielsen Norman Group