Shamar Benoit

SENIOR MANAGER OF USER EXPERIENCE & ENGINEERING

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PROFESSIONAL SUMMARY

Strategic Product Design Leader with 17+ years of expertise in scalable design systems, systems thinking, and delivering intuitive, user-centered product experiences. Proven ability to lead cross-functional teams, drive organizational change, and embed product thinking culture within design and engineering environments. Adept at shaping product strategy and roadmaps while executing hands-on design solutions in fast-paced, agile environments. Experienced in building inclusive design teams and fostering a culture of collaboration, feedback, and continuous improvement.

CORE COMPETENCIES

User-Centered Design **|** Product Strategy & Leadership **|** Design Team Management **|** Organizational Change & Growth **|** Design System Development **|** Agile & Lean UX Methodologies **|** Cross-Functional Team Leadership **|** End-to-End Product Design **|** UX/UI Design **|** Omni-Channel Experience Design **|** Collaboration & Stakeholder Alignment **|** Prototyping & Wireframing **|** Interaction Design **|** Quantitative & Qualitative User Research **|** Information Architecture **|** A/B Testing **|** User Journey Mapping **|** Empathy-Driven Design **|** Feedback Culture Development **|** Augmented Reality

TECHNICAL SKILLS

- **Design & Prototyping Tools:** Figma, InVision, Adobe XD, Adobe Premiere, Adobe After Effects, Maya, 3D Max, Unity, Vuforia
- **Development & Collaboration:** HTML, CSS, JavaScript, Git
- **Methodologies:** Design Thinking, Lean UX, Agile UX, Systems Thinking
- **Core Competencies:** Interaction Design, Information Architecture, Usability Testing, Scalable Design Systems, User Journey Mapping, A/B Testing
- **AI & Automation:** Experience with AI/ML technologies, AI-enhanced design to drive user productivity

LEADERSHIP EXPERIENCE

Senior Manager of User Experience & Engineering

JP Morgan Chase | January 2018 – July 2024

Managed a growing, distributed team of 6 designers and developers, leading the design strategy and delivery of scalable UX solutions across multiple financial products. Collaborated with developer organizations to align product priorities and influence product roadmaps, driving impactful design execution in a highly fast-paced environment.

- **Team Growth & Culture:** Established a collaborative feedback culture and mentored designers and developers, promoting a sense of inclusion and belonging while developing their leadership skills.
- **Scalable Design System:** Developed and maintained a scalable design system across all digital products, ensuring consistency and alignment with product strategy.
- **API Developer Portal:** Managed the design and development of a developer-focused portal, enhancing user experience for API users and improving engagement with technical stakeholders.
- **Otto Fee Reversal App:** Solely designed and developed a fee reversal app, used by over 2,000 bankers, through rapid prototyping, A/B testing, and usability testing.
- **WiresLite:** Led a cross-functional team to design a wire transfer app handling over $4T in transfers, influencing both the short-term roadmap and long-term product vision.
- **CoPilot Outlook Extension:** Designed and developed an Outlook extension used by 3,500 bankers, leading cross-functional collaboration, journey mapping, and developer integration.
- **Agent Desktop Application:** Created a call center app that reduced validation time by 50%, supporting over 150 agents with data-driven UX enhancements.
- **BankerTrack Application:** Designed a tracking app for 91 branches, leveraging user flows, prototypes, and surveys to track financial activity more effectively.

- **Eagle Grow:** Created a competitive AI-enhanced children's banking app, conducting competitive analysis and presenting concepts to senior executives.

Lead User Experience Developer
EverBank | May 2016 – October 2017
Led the design and development of mobile-first applications and AI/ML-powered products, collaborating with cross-functional teams to deliver innovative solutions for banking customers.

- **AI/ML Chatbot:** Designed and prototyped a conversational AI chatbot interface, accelerating user productivity and engagement.
- **Augmented Reality for Bank Statements:** Designed an AR experience that enabled users to interact with their bank statements, incorporating 3D models, audio, and video for an immersive user experience.
- **Mobile Banking Redesign:** Led the complete UX/UI redesign of the EverBank mobile banking app, increasing user retention through usability testing, A/B testing, and data-driven improvements.
- **Design System Development:** Built and maintained a scalable design system to ensure visual and interaction consistency across mobile and desktop applications.

Lead User Experience Software Engineer
Applied Training Solutions | February 2015 – April 2016
Delivered user-centered design solutions for high-stakes environments, simplifying workflows for emergency response systems and corporate web applications.

- **Emergency Response Simulator:** Designed and developed UX for a simulator used by over 325,000 first responders, leading cross-functional projects and developer integration.
- **Stakeholder Alignment:** Collaborated closely with executive leadership and developers, presenting design decisions that aligned with organizational goals.
- **Corporate Website Redesign:** Delivered a user-centered redesign of the corporate website, developing wireframes, prototypes, and front-end components that improved usability.
- **Human-Centered Design:** Conducted user research, iterative design processes, and usability testing to inform design decisions.

UX Architect
Web.com | February 2014 – February 2015
Designed e-commerce experiences and optimized engagement through user-centered design practices.

- **Neo E-commerce Platform:** Developed wireframes and prototypes, working closely with product managers and developers to ensure seamless user flows.
- **Custom Iconography & Visual Design:** Created custom icons and visual elements that enhanced navigation and user interaction, ensuring cross-browser compatibility.

EDUCATION
Associate of Science (AS), Digital Multimedia
Florida State College at Jacksonville | 2007
Relevant Coursework: UX Design, Visual Design, Digital Media Production

CERTIFICATION
Google: UX Design Specialist | **Google:** Project Management Specialist | **Google:** AI Essentials
Vanderbilt University: Prompt Engineering
IBM: Generative AI Essentials | **IBM:** Product Management

MILITARY
US. Navy (8 yrs) | Honorable Service
Awards: Navy Achievement Medal | National Defense Service Medal | Good Conduct Service Medal