

Jason Salamone

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CAREER SUMMARY

- 16+ years working with companies of all sizes across product, service, UX/UI, and interaction design.
- Specializing in Enterprise UX designing user-friendly B2B applications and SaaS platforms.
- Experienced in optimizing business resources (people, props, & processes) for front-stage and back-stage operations.
- Designed or improved large scale applications, simplifying complex workflows through critical thinking.
- Strong collaborator with the ability to harmonize perspectives of cross-functional teams to build shared understandings.
- Strategic thinker with a track record of establishing or enhancing companies end-to-end design systems and processes.
- Pursuing certifications in generative AI & conversational agents (Voiceflow) to drive efficiency and innovation.

TECHNICAL SKILLS

Design Tools: Sketch, Figma, Adobe XD, Photoshop, Illustrator

Workflow and AI Automation Tools: Chat GPT, Google Gemini, Lucid Charts, Figjam, Miro

Project Management: Jira, Slack, Teams

Web Development: HTML 5, CSS 3, Wordpress, Bootstrap, Mailchimp, Shopify

WORK EXPERIENCE

Dal-Tile, Inc., *Senior Enterprise Product Designer*

OCTOBER 2021 - DECEMBER 2024

- Led product design strategy modernizing an order management legacy system within a complex ecosystem, balancing business objectives, user needs, change management, and development constraints.
- Partnered with BAs and operational leads to analyze workflows and conducted user research with process owners, boosting tasks efficiency up to 30% for 2,300 users across four departments.
- Elevated a team of designers by implementing a structured design process that transformed ambiguous challenges into well-defined solutions. Strengthened discovery practices to clarify requirements and proactively identify edge cases, reducing design debt by over 40%.
- Built and scaled an atomic design system with clear usage guidelines, accelerating delivery of 150+ UI screens with microinteractions and 30+ product features by 50%. Improved design consistency, increased team velocity, and reduced friction for design-to-dev handoff.
- Created a new service design process to create customer accounts during checkout. Utilized Generative AI to map system and user flows, implement a real-time duplicate check feature across Salesforce and SAP, enhanced legacy UI improving clarity to unlock \$1M in lost products through improved transactional communication.
- Overcome the lack of developers to proactively transform a paper-based credit application into a SaaS solution—mapping manual processes to identify automation opportunities, introducing notifications and status tracking, and cutting approval times by 70%.
- Significantly drove adoption rates for an existing mobile application to perform inventory cycle counts by uncovering actionable insights into users' resistance to switch from paper count sheets through contextual inquiries and redesigning the interface to align with users' workflow, boosting efficiency and accuracy.

The Walt Disney Company, *Cognizant Consultant, Senior UX/IxD Designer*

AUGUST 2020 - FEBRUARY 2022

- **Spearheaded** UX/UI initiatives to create an integrated SaaS-based Release Management Platform for global TV/film distribution, business planning, and budget management for 400+ stakeholders, replacing third-party applications to enhance efficiency and collaboration.

- **Conducted** remote user interviews and workshops to map process owners' workflows. Defined task flows by identifying key user scenarios, dependencies, required inputs, process transitions, pain points, and desired outcomes to inform new design solutions.
- Analyzed third-party application features, aligning them with Salesforce Lightning Design System (SLDS) components to redesign and optimize process owner workflows.
- Designed and structured 100+ UI screens and 15+ product features, leveraging **Salesforce Lightning Design System** components and patterns. Established clear visual hierarchies to build intuitive task flows, incorporating navigational cues and feedback mechanisms.
- Developed functional **prototypes** and conducted regular **usability testing** with stakeholders, identifying issues, proposing data-driven solutions back to the product team, and iterating on designs to secure stakeholder approval.
- **Collaborated** with developers and product managers to build **custom SLDS components** bridging gaps in standard offerings to enhance usability and meet unique product requirements.

Excellus, Univera Healthcare, Cognizant Consultant, Senior UX/UI Designer

JANUARY 2019 - MAY 2020

- Improved the end-to-end experience of an existing CRM through **heuristic evaluations**, user interviews, and usability reviews to generate insights to make informed design decisions.
- **Collaborated** with BAs and stakeholders to define user requirements and produced workflow charts.
- Partner with the UX manager to create test plans and execute **7 usability tests**; synthesize user feedback into actionable recommendations to stakeholders.
- Conducted UAT testing to ensure features worked as intended and collaborated with the design team to fix and resolve issues.
- Provided design **mentorship** and quality assurance by reviewing junior designers wireframes and prototypes, ensuring alignment with Atomic Design System principles during design reviews.
- **Facilitated** prototype reviews with the development team, verifying the implementation accuracy of responsive layouts and testing the intended behavior of interactive component states.

Dal-Tile, Inc. Cognizant Consultant, Senior UX/UI Designer

APRIL 2018 - DECEMBER 2019

- **Led** the design of an iPad WMS application with a customized front end built on IBM Sterling Order Management Technology serving 2,000+ users, including sales representatives, customer service, and warehouse employees.
- **Developed** intuitive workflows by analyzing system capabilities and operational rules, translating them into user-centered interface functions tailored for warehouse back-office personnel. Supported key processes, including inventory search, sales order entry, and pick operations.
- Implemented a **contactless** customer service solution before the onset of COVID-19, providing a key competitive advantage over rivals lacking similar capabilities.

ADDITIONAL WORK HISTORY

Details of my earlier professional experience are available on my [LinkedIn profile](#).

EDUCATION

IDEO UNIVERSITY: Foundations in Design Thinking - [View Certificate](#)

BAYLOR UNIVERSITY: Web Developer Certification

AMERICAN TRADES INSTITUTE: Graphic Design Certification