

Pat Glass, Product Designer

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EXPERIENCE

Product Designer FlowEQ Nov 2022 - Nov 2024

Increased adoption and retention among CS managers and teams through a complete redesign of a multi-product platform, including a no-code workflow builder, reporting/analytics tools, and ticket sorting/processing tools.

Increased production speed by collaborating with developers to create and implement a design system post-MVP.

Raised product adoption among CS agents through tactical improvements to a CS SOP tool.

Facilitated a large-scale network migration by working closely with engineering to create network process maps.

Product Designer Penelope 401(k) Aug 2021 - Oct 2022

Launched a 401k platform, including dashboards, onboarding and updating flows, account management, settings, and statements for both B2B and B2C users.

Developed a design system and collaborated with engineers to apply it platform-wide.

Collaborated with legal and product to create a service blueprint to document our entire B2B process to surface inefficiencies and ideate on solutions.

UX / UI Designer Leibowitz Design Feb 2019 - Jul 2021

Created 25+ acquisition sites across industries, including mutual funds, wealth management, fintech, and higher education. This included site maps, responsive web wireframes, UI designs, prototypes, and presenting to clients at every milestone along the way.

Solved complex information architecture problems based on global region access compliance.

UX Research Intern Classpass May 2018 - Jul 2018

Created Classpass' first company-wide user personas based on 20+ interviews, 40+ surveys, and thousands of post-its with a team of 3 other interns and 2 senior researchers.

Instructional Associate General Assembly Sept 2017 - May 2018

Led workshops and lectures, and mentored 60+ students across 3 rounds of the UX Design Immersive 10-week course.

Collaborated with other design and engineering instructors to develop a pilot program for integrating UX Design and Development classes.

EDUCATION

General Assembly	UX Design Immersive
School of Visual Arts	BFA Comics & Illustration