

Chris Jackson

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Skills

Business strategy
Systems thinking
Business analysis
Requirements gathering
Functional specifications
Project management
Agile/Scrum/Kanban
Lean Development
Jobs to be Done
Object-Oriented UX
Product design
Product management
Design thinking
User research
User experience design
Information architecture
Prototyping
Usability testing
Responsive design
Mobile design
Mobile-first design
Design systems
Search engine optimization
Web development
HTML & CSS
Google Analytics & Hotjar
Bootstrap
Sketch, Axure, & Framer
Jira, Trello, & Rally

Education

MFA, Poetry, George Mason University

BA, English, UMass/Boston

Portfolio

christopherjacks.github.io/christopherjacks/

Experience

Design Operations Manager

Citizens Bank 2020-present

I manage design operations for a growing in-house design team at Citizens. I oversee work intake, writing creative briefs with problem statements and measures of success. I evangelize the value of UX and our design process across the organization. I help improve team happiness, daily and longitudinally.

User Experience Manager

InsureMyTrip 2019-2020

I returned to InsureMyTrip to re-establish their UX department and to contribute to their product strategy as they prepared for the next phase of the company.

Product Management Director

Smart Management 2018-2019

I led the Product Management team, owning the product vision, backlog, and user stories for an EHR system for opioid-dependency clinics.

Product Manager

Mojotech 2017-2018

This was a 3-month contract gig establishing product management best practices for a major insurance site redesign.

User Experience Manager

MIT 2016-2017

I led a team of designers and front-end developers to systemize UX design across IT.

Design Lead

Fidelity Investments 2015-2016

I managed the user experience research and design processes for Fidelity's portfolio management tools.

Scrum Master

PayPal 2014-2015

I was scrum master on a great development team in the Consumer Webs Apps program.

Strategic Initiatives & Design Director

InsureMyTrip 2007-2014

I planned business strategy as a member of the senior leadership team and led the UX group, Product Management team, and innovation projects for B2C/B2B travel insurance.

Information Architect

Dynamic Diagrams 2006-2007

I managed client relations, gathered requirements, and designed solutions for Fortune 100 clients, universities, and NGOs.

Information Architect

Boston University 2004-2006

I defined information architectures, content strategies, and user experiences for department sites and student, staff, and faculty portals.

Business Analyst/User Interface Designer

FastChannel Network 2003-2004

I gathered requirements, designed user interfaces, and led projects for online advertising delivery networks and applications.

Achievements

- Introduced design thinking and product discovery to MIT's IT department.
- Pitched and led an e-commerce site redesign that improved conversion by 15%.
- Implemented Agile and Scrum at a company with no formal project management.
- Designed the first travel insurance reviews app, with more than 65,000 reviews.
- Introduced project management principles to the Web Services group at BU.
- Defined requirements for a quality control system that, according to the management team, made the project go more smoothly than any project in the company's history.
- Introduced user-centered design methods, including paper prototyping and usability testing, at a software company that had no design processes.
- Implemented a single-source solution for print documentation and online help that saved the company time and reduced work for devs.