Jakob Andersson

Product Delivery Manager & UI / UX Designer

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Work Experience

- **Sr. Product Delivery Manager & Scrum Master**
  Charter Communications
  May 2022 - Present

  Lead design process authority and design strategist for all agency platforms, responsible for creating the foundation and UX vision for all products.

  Lead design liaison responsible for consulting and educating cross-functional, internal stakeholders on design best practices, processes, user experience, and project timelines.

  Develop and manage our end-to-end business logic and data-driven focused product design process, ranging from intake to developer handoff.

  Organize team workload, run agile ceremonies, and manage a prioritized backlog as the department scrum master.

  Organize and lead design process community of practice across the organization to align departments on process best practices and unified metrics consolidation.

  Develop and enforce designer health metrics to foster continuously engaging and rewarding work environments while preventing designer burnout and unhealthy workloads.

  Organize design projects around maximizing autonomy, mastery, and purpose while eliminating context switching as well as unplanned work as much as possible.

- **Design Producer & Creative Team Lead**
  VirtuSense Technologies
  March 2021 - May 2022

  Led and mentored members of the user experience team while serving as the senior UI / UX designer and strategist for all products.

  Responsible for working with cross-functional teams and bridging the gap between design, development, and project managers.

  In charge of creating, maintaining, and publishing company design systems, product wireframes, and prototypes, as well as front-end code repositories.

  Implemented the current Agile / Scrum work environment and acted as Scrum master for various creative departments.

  Co-develop front-end, native applications in Ionic + React.js, while working closely with various dev teams.

- **Lead UI / UX Designer**
  It's Never 2 Late
  August 2016 - March 2021

  Responsible for the UI and UX of digital products such as custom learning games, life-long learning applications, social connection suites, and accessibility programs.

  Responsible for complete redesigns of flagship desktop and mobile products, leading to significant increases in sales, increased target audience usability, as well as doubling NPS to 72 while increasing customer retention rate to 97%.

- **Co-founder and UX designer**
  DadPad, LLC.
  January 2015 - December 2018

  Co-founded DadPad, LLC. -- a company dedicated to helping the aging generation keep up with today's modern technology.

  Responsibilities included designing the interfaces for the native iOS application, administrative back-end platforms, as well as website and mobile application.

Education

- **Western State Colorado University**
  August 2010 - May 2014

  Bachelor's degree in Studio Arts
  - Emphasis in Graphic Design

  Minor in Computer Information Science
  - Emphasis in Web Development Languages

Technical Skills

- Fluent in Swedish & English (Written and Spoken)

  Figma / Sketch / Adobe Creative Suite
  UI / UX Design, Strategy, & Developer Handoff
  Creating & Managing Design Systems

  Backlog Prioritization & Organization
  Scrum Master & Community of Practice Leader
  End to End Design Process Developer

  Wireframing & Prototyping
  JIRA / Confluence / Microsoft Office Proficient
  React.js / HTML / CSS / JavaScript / Ionic Framework