Josephine Floyd
Lead UX Designer

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Experience

**Vice President |
Lead UX Designer
Citi**

New York, NY
October 2023 – Current

Currently leading the design work on CitiDirect Entitlements, a platform that helps corporations and large institutions manage their permissions, securities and access to financial tools on CitiDirect. Also established efficient design team practices and rituals for a new, growing team.

Senior UX Designer
J.P. Morgan Chase & Co.

New York, NY
June 2022 – October 2023

Worked on high-profile, client-facing project aimed to transform the digital presence of the J.P. Morgan Markets platform. (JPMM.com launched June 2023) Led the UX processes for a credit loan application on the JPM platform. (Launched in April 2023)

Senior UX/UI Designer
United Parcel Service

Parsippany, NJ
July 2021 – June 2022

Led UX processes on high-profile transformation projects. Created component content and conducted research for our enterprise design system. Served as a UX council member liaison.

UX/UI Designer
United Parcel Service

Parsippany, NJ
October 2019 – June 2021

Worked on UX processes for a high-profile transformation project. Collaborated daily with POs, BAs, and developers in an agile environment. In addition to creating weekly low and high-fidelity mockups, conducted usability testing, prototyping, and user research.

UX/UI Design Intern
United Parcel Service

Parsippany, NJ
June 2019 – August 2019

Produced low and high-fidelity mockups for a high-profile transformation project. Facilitated usability tests. Created original, new designs for an entire area of an application, starting with wireframes and evolving into high-fidelity sketch mockups.

Education

New York University
Bachelor's in Computer Science
September 2015 – May 2019

Nielsen Norman Group
Interaction Design
October 2019

Skills

Figma	Python	Invision
Sketch	Java	Usability Testing
Balsamiq	HTML	Wireframes
Axure	CSS	Interaction Design
Web Design	User Research	Journey Mapping
Mobile Design	Prototyping	Agile Methodology