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| **Julie Bergen**  UX PRODUCT DESIGN MANAGER SUMMARY Proven UX Product Design Manager with 15+ years’ experience leading teams to deliver innovative, scalable, and user-centered SaaS products. Expertise in design systems, front-end/UI development, technical design, people management, and mentoring for successful cross-functional collaborations. PROFESSIONAL EXPERIENCE**UX Product Design Manager**, Promethean World 04/2022 – 12/2024  * Promoted to manager of the web design team from Senior UX Designer due to high quality standards and empathetic leadership skills. * Managed a high-performing UX design team, overseeing visual and functional design for technical Admin SaaS products while fostering creativity and mentoring design talent to promote an inclusive team culture. * Built and evolved the “Embers” design system, achieving 82% adoption through successful collaboration and comprehensive documentation, resulting in 50%-time savings across both UX and front-end development teams. * Partnered with product managers and developers to envision new products (such as an entitlement system) in support of new business ventures from infrastructure ideation to finished deliverables. * Generated and maintained a 1000+ icon library using an Icomoon icon font to optimize page load time. * Unified the Promethean experience by merging credentials from multiple systems, influencing stakeholders and leadership to promote a unified front to customers. * Applied UX thinking to hiring strategies and interview processes to narrow down an applicant pool of 700 to a reasonable number. * Leveraged Jira planning boards to forecast project needs and track analytics and team progress through the workflow across multiple initiatives throughout the project lifecycle across sprints. * Consistently met deadlines with high-quality creative solutions, while contributing as an individual UX designer when needed and mentoring emerging talent.  **Senior UX Designer**, Promethean World 11/2018 - 04/2022  * Created interactive and engaging UX/UI designs leveraging design tools (Figma editor, Sketch, Adobe Creative Suite, etc.), incorporating responsive design principles, typography best practices, and staying informed on industry trends and recognized patterns. * Led the UX team in developing a standard library of design elements for both web and mobile platforms, establishing a foundation for a comprehensive design system, and worked with developers to document it on our company-wide brand site, reducing the need for red lines. * Received the “Innovation through Products or Services” award for delivery of the myPromethean suite of applications including Panel Management, User Management, and Organization Support tools * Organized weekly design sync meetings to enhance collaboration and align on common elements and usage across products. * Collaborated with product managers and conducted user research the IT Admin space to frame the strategy for and realize a web-based management application with a 94.3% adoption rate across known customers. * Facilitated regular UX demonstration meetings across a diverse audience within the organization for 4 years. * Engaged with global Promethean Enrollment Counselors to better understand end-user needs while using data and executing user testing to validate design decisions, adjusting strategies based on resulting insights.  **Senior UI/UX Designer**, Centri Technology, Inc. 12/2016 - 11/2018  * Developed product vision and visual experiences, leading the creative process. * Translated written specifications into intuitive designs and produced visuals from wire frames to high-fidelity mock-ups and prototypes aligning with business needs to support new features. * Documented design specifications for product managers and engineers while presenting and defending concepts to stakeholders. * Produced trade show demos showcasing technology, along with supporting documentation, training materials, and marketing collateral. * Maintained design philosophy and messaging for target user groups, owning projects from concept to QA testing.  **Technical Designer & Front-End Developer** - Digital Lab, Apollo Group, Inc.  09/2007 - 04/2016  * Designed and developed intuitive UI templates for responsive forms to enhance user experience and improved response rates with A/B and multi-variant testing. * Guided a team of 10 in successful migration of internal lead generation system. * Managed content with CMS and digital asset management systems. * Implemented AJAX/JSON services to deliver dynamic form results from the database. * Tested and debugged form submission errors to troubleshoot and prevent system configuration issues.  EDUCATION**Graduate Certificate in User-Centered Design**, University of Washington  * GPA 4.0  **Bachelor of Science in Information Technology**, University of MA at Lowell  * Graduated *summa cum laude*, GPA 3.941 * Earned certificates in Graphic Design/Digital Imaging, Web Design/Development, Multi-Media, and Contemporary Communication |  | DETAILS El Cajon, CA (Remote PST) (206) 550-1076  [julie@juliebergen.com](mailto:julie@juliebergen.com) LINKS <juliebergendesigns.com> linkedin.com/in/juliebergen/ SKILLS Data-driven Product Design  Information Architecture  User Experience Strategy  Comprehensive Design Systems  Accessible Design  UX Research & Usability Testing  Technical Products  Strategic Thinking & Problem Solving  People Management  Figma Expert  Adobe Creative Suite |