

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.

DETAILS

El Cajon, CA (Remote PST)

(206) 550-1076

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LINKS

juliebergendesigns.com

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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

- 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