Jon Westgaard

Senior Product Designer • Lead Product Designer (IC) • UX Architect
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SUMMARY

Hands-on Senior Product Designer and UX Architect with 20+ years of experience simplifying complex, ambiguous problems into elegant, intuitive digital experiences. I bridge strategy and craft seamlessly—delivering high-fidelity UI, UX architecture, prototyping, and research-driven solutions across SaaS, healthcare, fintech, AI-driven applications, enterprise platforms, e-commerce, and hardware/kiosk systems. Known as a calm, senior builder who moves fast, collaborates deeply with product and engineering, and ships high-quality work without drama. Strong capabilities in Figma, design systems, mobile design, accessibility (WCAG/ADA), enterprise workflows, and high-fidelity prototyping.

CORE SKILLS

UX Strategy · High-Fidelity UI Design · Interaction Design · Design Systems · Enterprise SaaS Workflows · Mobile Product Design · Prototyping (Figma, Principle, ProtoPie) · Accessibility (WCAG/ADA) · User Research & Testing · Information Architecture · Content Strategy · Journey Mapping · Kiosk/Hardware UI · Motion/Interaction Patterns · Agile Product Development · Cross-Functional Collaboration

Tools: Figma, Sketch, Adobe XD, Principle, ProtoPie, Axure, Storybook, Adobe CC, InVision, Zeplin, Jira/Confluence, HTML/CSS (working knowledge)

PROFESSIONAL EXPERIENCE

Advanced Transaction Solutions – Remote

Senior UX Designer (Freelance) · *Sept 2023 – Feb 2025*

- Led UX/UI production design and end-to-end workflows for multiple mobile banking apps, companion websites, and lending portals.
- Designed user flows, personas, wireframes, prototypes, and research-driven solutions across web and mobile.

- Partnered with product managers and dev teams to ensure smooth handoff of scalable UI patterns.
- Delivered modern visual design updates that improved usability, clarity, and customer trust.

Hexaware Technologies – Denver, CO

Lead UX/UI Designer · *May 2023 – Aug 2023*

- Led UI and visual design for a comprehensive medical software redesign using Figma.
- Created the final design system and style guide, ensuring visual and interaction consistency across the application.
- Designed motion graphics for targeted digital advertising campaigns.
- Facilitated user research, stakeholder reviews, and design workshops.
- Streamlined visual design workflows based on user insights and UX best practices.

Cognizant Softvision – Denver, CO

Lead UX/UI Designer · *May 2022 – Apr 2023*

- Led UX/UI design across multiple digital products and client engagements.
- Conducted stakeholder interviews, discovery workshops, and project kickoff sessions.
- Improved UI usability and reorganized production design for large-scale website architecture.
- Created refined Figma prototypes through iterative research-driven workflows.
- Led industry and user research to shape UX strategy.
- Achieved a 32% increase in user satisfaction and reduced processing time for a fleet management platform.

Mphasis – Denver, CO

Senior User Experience Architect · *Dec 2021 – Apr 2022*

- Defined UX/UI direction for the Javelina healthcare application.
- Streamlined UI flows in Figma, earning top heuristic evaluation scores.
- Eliminated redundant user flows, increasing ease-of-use by 48%.
- Strengthened visual consistency using Photoshop and Figma.
- Improved cross-team communication between design and development.
- Recommended iteration improvements that moved the project 3 weeks ahead of schedule.

Charter Communications – Denver, CO

Senior User Experience Architect · *Nov 2020 – Nov 2021*

- Led UX/UI initiatives for SMB customer-facing Charter applications.
- Defined cross-functional requirements and aligned product strategy with customer needs.
- Produced all UX assets, wireframes, and prototypes using Storybook and Adobe XD.
- Directed ideation and feature development for Charter's Wi-Fi products.
- Translated high-level business goals into fully documented process flows.

Innovative Discovery (formerly Integro) – Lakewood, CO

Senior UX/UI Designer · *May 2020 – Oct 2020*

- Directed UX for a large-scale proprietary big-data software platform.
- Conducted user research, testing, stakeholder sessions, and requirements gathering.
- Delivered cohesive visual design and interaction patterns using Photoshop and InVision.

Xavient Digital – Lakewood, CO

Senior UX Designer / Product Owner · *Jan 2018 – Apr 2020*

- Led design for retail self-service kiosk UI, defining the product vision and interaction model.
- Built UI components and digital assets in Sketch and XD.
- Produced high-fidelity prototypes each iteration, accelerating delivery.
- Created personas, journey maps, flows, and wireframes for kiosk and mobile systems.
- Modernized testing methodologies to align with current UX practices.

Advanced Transaction Solutions – Chicago, IL

Director of UX/UI · *Sept 2011 – Dec 2017*

- Drove UX/UI strategy for all transactional kiosk products.
- Delivered evidence-based interactive solutions for clients including NetSpend, City of Chicago, DivDat, and Paymentech.
- Managed simultaneous projects across web, mobile, print, and marketing media.
- Ensured design consistency through standardized cross-reference systems.

Quotepro – Chicago, IL

Director of UX/UI · *Jan 2009 – Aug 2011*

- Directed UX/UI strategy and execution for kiosk-based transactional systems.
- Designed web, mobile, and print experiences using Adobe Creative Cloud.
- Implemented team systems ensuring visual consistency across all client projects.

ADDITIONAL INFORMATION

- U.S. Citizen
- Open to Senior IC roles, contract/freelance, and hybrid/remote opportunities.