



RON JACKSON

[LinkedIn.com/in/UXUIDesign](https://www.linkedin.com/in/UXUIDesign)

Portfolio: [UXUI.design](https://www.uxui.design)

Experience Design Professional: CX, UX, Service Design Certified Usability Analyst

A results-driven experience design leader who applies strategic thinking and design expertise to deliver high-impact strategies, products, services for digital transformation. 25+ years of utilizing human-centered design principles and effective collaboration with key stakeholders and delivery teams to achieve optimal outcomes and high business value.

Roles

Principal Consultant, Digital Transformation
Director of Experience Design & Strategy
Senior Service Designer
Senior Design Manager
Innovation Designer
Experience Design Engineer IV
Senior UX Designer
UX / UI Designer

Areas of Expertise

Customer Experience Design (CX)
Digital Project Management & Consulting
Transformation Strategy & Planning
Workflow Design & Process Management
Service Design & Journey Mapping
User Experience Design (UX)
UX Research & Personas
Wireframing and Prototyping
Heuristic Evaluations / Usability Analysis
Brand Identity and Visual Design

Industries

B2B
B2C
Banking
Energy
Enterprise Services
Healthcare
High Tech
Insurance
Investment Services
Telecommunications

Education & Certifications

Bachelor of Environmental Design
Texas A&M University

Master of Architecture
Texas A&M University

MBA eBusiness
University of Phoenix

Certified Usability Analyst
Human Factors International

Featured Accomplishments

Experience design, workflow management, and business process transformation for an American multinational clothing company
Customer experience strategy and project management for a global IT business unit of a Fortune 20 telecom company
Future-of-work strategy, management, and hybrid workforce transformation in a global consumer goods company
Co-leader and project management of organizational UX conference and SaaS implementation for a Fortune 20 high-tech company

