

SHAMAR BENOIT

SENIOR **PRODUCT** DESIGN MANAGER | **SYSTEMS, AI & SCALABLE DESIGN**

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Strategic UX & DesignOps Leader with 15+ years of experience designing scalable systems and frameworks across Fintech, SaaS, and GenAI products. Led UX for a \$4T wire transfer platform and built a design system that cut handoff time by 50%. Known for cross-functional alignment, accessibility leadership, and AI-enhanced design. U.S. Navy veteran with a mission-driven approach and proven success launching tools used by 3,500+ bankers and 200+ agents.

CERTIFICATIONS

Google UX Design Specialist – Comprehensive UX lifecycle and tool mastery

IBM Generative AI Essentials – LLMs, prompt engineering, and bias mitigation

Google Agile Project Management – Agile methodology for design teams

Vanderbilt Prompt Engineering – Prompt design for AI-enhanced UX

Google Product Management – Strategy, roadmap, and stakeholder alignment

Additional 70+ certifications in UX, DesignOps, AI, and Agile available on request

CORE SKILLS AND TOOLS

User-Centered Design • Interaction Design • Design Systems • Rapid Prototyping • UX Research • Usability Testing • A/B Testing • AI-Enhanced Design • Agile Product Development • Accessibility (WCAG) • Responsive UI • Team Growth • Hiring • Performance Reviews • Cross-functional leadership

TOOLS AND TECHNOLOGY

Figma • Adobe XD • HTML/CSS/JavaScript/React • Bootstrap • Tailwind • Glide • Make • Unity • Maya • 3ds Max • AR/VR Design Tools • After Effects • Premiere Pro • Adobe Creative Suites • Photoshop • Illustrator • Copilot • ChatGPT • Generative AI • Prompt Engineering • Midjourney • Veo3

WORK EXPERIENCE

Senior Product Design Manager / UX Consultant

Freelance Design Consultant (Remote)

July 2024 - Present

- **Led end-to-end** product design for a stealth platform, improving user task success by 25%.
- **Built a GenAI-powered** UX Audit tool using Glide + Make, enabling adaptive design feedback.
- **Maintained CMS-based** product for a celebrity fitness brand, streamlining content workflows.
- **Improved task success** by 25% on a stealth B2B SaaS platform by redesigning key workflows and architecting scalable UX patterns.
- **Streamlined operations for a celebrity fitness brand**, redesigning their CMS and content pipeline to reduce publishing time by 50%.
- **Designed interfaces incorporating** multimodal experiences, including voice, visual, and 3D interaction in AR/VR environments.
- **Collaborated across sales, marketing**, and support to design cohesive onboarding touchpoints, ensuring a seamless customer lifecycle.
- **Built a new digital platform as the founding designer**, establishing the creative direction, brand identity, and design rituals from day one.

Senior Manager of User Experience & Engineering

JP Morgan Chase, San Francisco, CA

January 2018 - July 2024

- **Managed and mentored** a team of 2 designers and 4 engineers.
- **Spearheaded the design and launch** of CoPilot, an Outlook extension serving 3,500 bankers, boosting productivity by 25%.
- **Designed and delivered** the WiresLite Application, processing \$4 trillion annually and improving user satisfaction through data-driven design.
- **Established a unified design system**, reducing design delivery timelines by 40% and increasing scalability across platforms.
- **Designed and scaled onboarding** workflows and design team rituals, improving cross-functional onboarding experience and reducing ramp-up time by 30%
- **Partnered with executives** to align product roadmaps with user insights, driving growth and innovation.

Lead User Experience Developer

TIAA / EverBank, Jacksonville, FL

May 2016 - October 2017

- **Directed UX and front-end development** for AI/ML-powered and mobile-first banking applications.
- **Launched an AI chatbot**, improving workflow efficiency by 30% and customer satisfaction.
- **Built a scalable design system** to ensure consistent user experience across platforms.
- **Used A/B testing and user insights** to refine EverBank's mobile app, increasing retention by 15%.

Lead User Experience Software Engineer

Applied Training Solutions, Alexandria, VA

February 2015 - April 2016

- **Led UX and front-end dev** for an emergency response simulator used by 325,000 first responders.
- **Conducted stakeholder presentations** to align design initiatives with organizational goals.
- **Redesigned and rebranded** the corporate website to improve usability and accessibility.

EDUCATION

Bachelor's Degree Equivalent – UX/Product Design

Institution: Independent Study via Professional Experience & Certifications

Completed through 17+ Years of UX Practice and 75+ Verified Certifications

Associate of Science (AS), Digital Multimedia

Florida State College at Jacksonville

Honors: Phi Theta Kappa • Dean's List • Featured in School Art Gallery

MILITARY SERVICE

US Navy Veteran - (8 Years Honorable Service)

Night Shift Supervisor - Aviation Launch & Recovery

Awards Global War on Terrorism Service Medal | Global War on Terrorism Expeditionary Medal | Navy Achievement Medal | National Defense Service Medal | Good Conduct Service Medal | Armed Forces Expeditionary Medal