

ARJUN IYER

Houston, TX

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Summary of Skills

- Design and maintain products used by enterprise clients and end users
- Interview stakeholders, collect contextual feedback, and conduct user research to enhance the overall experience
- Collaborate with Engineering, Product, and Sales teams to deliver for company vision
- Advanced prototyping to validate design decisions and present to future facing roadmap features

Experience

Empyrean Benefit Solutions

March 2022 - Present

Senior UX Designer

- Designed and delivered features for Benefits Enrollment and Administration platforms
- Developed prototypes with AI tools for internal and external presentations to stakeholders and clients
- Partnered with Sales and Solutions to create tailored product demo experiences for prospects
- Led an offshore team of designers to deliver high-quality design deliverables and prototypes

American National

April 2020 - February 2022

User Experience Analyst II

- Lead redesign of AN Mobile, American National's mobile insurance app
- Acted as Product Owner for development of AN Mobile
- Managed content & design of the key digital platforms: AmericanNational.com and Client Site customer portal
- Performed accessibility audit & worked with Engineering to implement ADA guideline standards

Pointsmith

May 2019 - November 2019

User Experience Designer

- Designed wireframes & assets for redesign of marketing promotion planning tool, Promo Architect
- Developed & deployed new style guide standards for use across suite of applications
- Redesigned specific application interfaces for multiple clients

Sycamore Life Sciences

October 2018 - May 2019

Associate Product Manager

- Responsible for site content for three websites under the Sycamore Life Sciences portfolio
- Automated invoice processing using RPA (Robotic Process Automation) to eliminate manual entry
- Managed orders and fulfillment processes across multiple sales channels
- Researched competitors to determine new features to implement

Kibo

August 2016 - October 2018

User Experience Designer

- Primary designer for Order Management and eCommerce applications
- Redesigned Order Management account setup to enable self service capabilities
- Managed and maintained design style guide for all Kibo products in UXPin
- Reviewed & iterated designs based on feedback from Product Management

Education

University of California, San Diego

BS Cognitive Science w/ Human-Computer Interaction