David Vernier

Pronounced Dah-veed Ver-nyey

User Experience Designer

Bank of America // Charlotte, NC // Remote   May 2023–present

Bank of America is a global financial institution offering banking and investment services worldwide.

// Led the early redesign of the Authentication Management web-based application, setting the design direction in Figma for a platform used daily by thousands of employees. Improved the user experience for authentication processes, enabling smoother access for over 150K+ iOS users and 97K+ Android users daily.

// Designed onboarding screens, illustrations, and internal design documentation for native identity verification in the bank's in-house authenticator app, reduced login time for 850K+ iOS users and 380K+ Android users weekly.

// Led the design of 1st and 2nd factor authentication screens, optimizing secure login processes for over 70% of daily authentications, reducing login times across iOS, Android, web, and Windows platforms. Ensured compliance with security standards while accounting for system/database retrieval times and vendor API integrations.

// Collaborated with cross-functional teams to integrate API security protocols using SSO, FedSSO, and PING, ensuring an increase in success rate accessibility and a cohesive user experience while maintaining robust security measures.

User Experience Designer

Accolade, Inc. // Plymouth Meeting, PA // Remote   August 2022–March 2023

Accolade helps companies save money on health care by giving personalized health and benefits solutions to their employees.

// Created a customized feature that allows users to opt-in for targeted text message updates. It also enables new and existing users to easily update and verify their contact information, while following Accolade Design System guidelines.

// Enhanced Accolade's find a provider feature with an easy-to-use price comparison tool, to comply with 2023 CAA regulations that ask for clear price and service info, helping users make better healthcare choices.

// Designed and launched Apple App Store and Google Play Store branding materials and preview screenshots based on our most recent UX work.

// Led the redesign of Accolade X settings feature in Figma, creating comprehensive documentation and user flows while following design system guidelines. Unified the platform experience to increase digital adoption and simplify user interactions.

User Experience Designer

Humana // Chicago, IL // Hybrid   April 2021–June 2022

Humana is a for-profit health insurance company serving millions of people nationwide.

// Revamped and maintained the customer identity access management portals (i.e. Sign in, Forgot Password, Forgot Username, Registration, etc.), utilizing a new design system that brought in a fresh and accessible look and feel.

// Created comprehensive user journey maps, detailed documentation and conducted evaluative usability tests for an IoMT pilot program that involved 20+ at-risk senior participants using Heart Rate monitors, weight scales, iPads, and an armband that tracked participant's key vitals.

// Produced nurse and doctor-facing e-newsletters, booklets, and videos.

Design Consultant

Self-Employed // Evanston, IL   May 2020–present

// Spearheaded the design of a fresh responsive e-commerce website experience to supercharge site engagement, sales, and revenue for a cosmetic beauty brand called Koated Kollection by Jojo.

// Trained business owners on receiving and sending their labeled packages through USPS and provided marketing advice for first-time business owners.

Senior User Experience Designer

Performics // Chicago, IL   May 2019–May 2020

Performics is a digital marketing agency specializing in content optimization across all major media channels for well-known brands.

// Conducted comprehensive usability audits for clients underperforming landing pages using UX/UI and marketing design best practices and provided clients with actionable recommendations to improve business KPI's such as increased conversion rate %, retention rate %, and onboarding completion rate % that has resulted in winning business.

// Designed mobile and web wireframes, interactive prototypes, and branding elements using Figma for clients such as Skype, Microsoft, Southwest Airlines, UnitedHealthcare, and others resulting in successful client engagements.

User Experience Designer

Digital Youth Network // Chicago, IL & Evanston, IL // DePaul University & Northwestern University   Sep 2016–May 2019

DYN is a grass root led not-for-profit project that supports organizations, educators, and researchers in connecting youth learning across school, home, and community.

// Conducted user research with four school librarians, 10+ teachers, and 100+ middle school students across the city to redesign the login modal.

// Worked with PM and developer to take product through ideation, sketching, and wireframing to final execution, resulting in a 95% login success rate for 700+ middle school students in the city.

// Hosted workshops and seminars across the city that assisted teachers, students, guardians, non-profit organizers, educators, and student mentors with engaging with the platform in and out of school, successfully sparking continued interest in our mission.

// Designed UI & UX, launched, and maintained the STEAMuseum web platform, a responsive digital museum that showcases collaborative curation between high school students in Chicago and Casablanca.

// Led discovery sessions with educators and students to understand platform needs.

// Answered and interacted with users through the Zendesk ticket system.

Contact

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Technical Skills

Design

A/B Testing
Art Direction
Branding
Competitive Analysis
Concept Ideation
Design Systems
Heuristic Evaluation
Information Architecture
Interaction Design
Presentation Decks
Prototyping
Sketching
Task flows
Usability Testing
User Journeys
User Personas
Visual Design
Web Design
Wireframing

Tools

Adobe Creative Suite
Basic HTML & CSS
Chrome Extensions
Figma
Google Analytics
Microsoft Office
Sketch

Education

DePaul University

School of Design
Cum Laude
June 2017

Major

B.S. in User Experience Design

Minor

Graphic Design
Information Systems
Information Technology