

James Tucker - San Francisco, CA
jamestuckerUX@gmail.com - (415) 596-5005
<https://linkedin.com/in/jaztuck> - <https://tucker.love>

OBJECTIVE

Work closely with teams and entrepreneurs to build products that create measurable value for their customers and be proud of the results that user-centered design can bring the business.

ABOUT JAMES

For over twenty years, James has been in San Francisco crafting scalable products for clients. Trained in design, sales, and management, he combines all three disciplines in his endeavors. James focuses on onboarding, conversion, and engagement. James is a father to a teenage daughter and also mentors UX designers where he helps them grow their career and tackle projects with design thinking and leadership. This is through, Gen D, the Andreessen Horowitz mentorship program.

EXPERIENCE

Toptal - UX Designer

July 2018 - Current / Remote

- Chosen as one of the top 3% of UX design talent for their most valuable clients
- Leading innovative new product developments and measuring product market fit
- Validating product ideas and discovering new opportunities through user testing
- Collaborating with teams to integrate the UX process and agile development
- Developed new desktop and mobile products for UpLift and Caterpillar

Tenfold - VP of User Experience

February 2017 - June 2018 / San Francisco, CA

- Collaborated with CEO to define new products and processes
- Redesigned core product and presented reports when piloting to customers
- Communicated the value of the redesign through product marketing efforts
- Defined detailed spec, design, test, build, ship, and monitor workflow
- Improved workflow and reduced 200 - 220 seconds and 5.5 clicks per call

Tubular Labs - Director of User Experience

May 2016 - January 2017 / Mountain View, CA

- Defined the UX process and shaped the product feature requirements
- Created flow charts, wireframes, prototypes, and visual design concepts
- Gathered data from all departments to formally kick-off features
- Discovered new business opportunities through UX research studies
- Validated theories on how to build the next evolution of product

Xtime - Director of User Experience

July 2012 - June 2015 / Redwood Shores, CA

- Segmented product and improved workflow with more intuitive UI
- Product segmentation allowed new monetization strategy
- Reduced book-time, boosted efficiency, and improved ROI
- Increased dealership pricing accuracy from 70% to 99%
- Reduced number of customer created support tickets by more than 50%

Analyte Health - Director of User Experience

July 2011 - July 2012 / San Francisco, CA

- Built and managed team of five UX professionals to evolve product
- Presented how distraught patients seek and choose medical services
- Demonstrated body language reading expertise during user-testing sessions
- Reduced anxiety levels of patients before, during, and after medical lab results
- Boosted web conversions by 30%, phone by 15%, and return patients to 70%

TOOLS

Management

- Standups & Weekly 1:1's
- Patience & Guidance
- Sincere Enthusiasm & Clear Creative Direction
- Reward for Experimenting & Collaborating

User Experience Design

- Analytics
- Test Plans & Surveys
- Flow Charts & Wireframes
- Prototyping
- Visual Design

SOFTWARE STACKS

Research

- MixPanel & Amplitude
- Google Analytics & Fullstory
- Typeform & Qualtrics
- Lookback & Zoom

Design

- Lucid Charts & Axure
- Sketch + Craft + InVision
- InVision Studio & Hype3
- Figma, Marvel, Webflow
- Adobe Products

Product Management

- Asana & Trello
- Confluence and JIRA
- Harvest & Outplanr
- 15Five
- PRD's