

Joshua Jung

Senior Product Designer

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Senior product designer with 7+ years shipping consumer and enterprise products end to end. I turn complex, high-stakes flows into experiences people actually finish, grounded in user research, systems thinking, and tight collaboration with engineering and product. Comfortable prototyping in code and increasingly building with AI tooling.

EXPERIENCE

JPMorganChase

Jul 2023 - Present

Senior Product Designer

- Design Bill Pay and Zelle experiences for millions of Chase Mobile customers, owning flows end to end from research through engineering handoff.
- Rearchitected Bill Pay's landing and onboarding, clearing years of legacy UX debt and reducing new-user drop-off before first payment.
- Drove a shift from paper-check Bill Pay to Zelle disbursement, cutting delivery time for payments and reducing check-processing cost for the company.

IBM iX

Oct 2021 - May 2023

User Experience Consultant

- Led Enterprise Design Thinking engagements for global brands, taking products from brainstorming through validated, shippable design.
- Drove design sessions with stakeholders and senior designers, presenting strategies and prototypes that measurably improved engagement and satisfaction.
- Partnered with clients including Bank of America, Barclays, jetBlue, and Lumen across financial, credit, and service-management products.

Decision Mapper

May 2019 - Apr 2021

UX/UI Designer

- Built and evolved design systems and principles that became the standard design language across multiple client products.
- Shipped insights and internal tooling for clients including Deloitte and Virgin Hotels, spanning consultant tools, design systems, and social products.

SKILLS & TOOLS

Design UX strategy, wireframing, prototyping, user research, user testing, persona development, journey & empathy mapping, storyboarding, design systems, accessibility

Tools Figma, FigJam, Sketch, Adobe XD, InVision, Webflow, Mural, Jira, Asana

Engineering & AI HTML/CSS, JavaScript, Python, React, web building, Claude, Cursor

EDUCATION

New York University

B.A. in Computer Science

Sep 2014 - May 2018

CREDENTIALS

Advancing Accessibility

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Financial Market Industry

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