

Work

- Aug 2022–
Present **JetBlue** @ New York
UX/UI Designer
Joined the check-in team. Accelerated production speed by making a UI kit for the self-service kiosk software, increased completion speed and decreased error rate for self-service bag check flow, designed new self-service functionality for military personnel, created new assistive device icons, and provided a rapid design update for multiple channels (desktop web, mobile web, and kiosk) to meet new regulations regarding visas and known traveler numbers.
- Jan–Aug
2015 **NASA** @ Mountain View
Interaction Design Intern
Joined a team of computer scientists, a usability researcher, and a product manager to research, design, and analog test Playbook, a human-centered mission planning and procedure viewing tool for astronauts and Mission Control Center during long-distance missions. Recently approved for tests on the International Space Station.
- May–Aug
2014 **Fuzzy Math** @ Chicago
UX Design Intern
Collaborated to help revamp DiscoverDesign, an online space for teenagers to inspire and develop interest in architecture and design, for the Chicago Architecture Foundation. Researched, designed, prototyped, and presented to client. Significantly increased usage.
- Jun–Aug
2013 **Cooper** @ San Francisco
Interaction Design Intern
Worked as a “generator designer” on a team with two other interaction designers to research and design Cardio Editor, a proprietary tool for cardiologists to view and plan for upcoming surgeries in coordination with nurses and administrators, for GE Healthcare. Recognized by coworkers for outstanding design contributions and teamwork.

Education

- 2013–2015,
2021–2022 **Parsons The New School for Design** @ New York
MA Design Studies
 - Focus on interaction design, design ethics, and psychology
 - Thesis was “Design for Earth and Design for Space: Groundwork, Alarm, and Intervention for Design Practitioners and Theorists”
 - 3.920 GPA
- 2011–2013 **Carnegie Mellon University** @ Pittsburgh
BFA Communication Design + Minor in Ethics
 - Transferred from Academy of Art University (2008–2011) with 3.814 GPA
 - Recognized for focus on interaction design
 - Graduated with 3.780 GPA

Endorsements

“James is an oasis of a person – delightfully knowledgeable, unafraid of talking about Big Ideas, brilliant, funny, and just generally a gem.”

– Sarah Gailey
Former Operations Coordinator at Cooper

“He did a great deal of exploration in the design projects he pursued. Although stumbling blocks are inevitable, James confidently worked through them in a logical and positive manner.”

– Stacie Rohrbach
Professor at Carnegie Mellon University

“Not sure I could recommend someone higher than James for a UX Design role.”

– Mark Baldino
Co-founder at Fuzzy Math

Skills

Tools

Figma
UserTesting
FullStory
Sketch
OmniGraffle
Adobe Illustrator
Adobe Photoshop
Adobe InDesign
HTML + CSS

Methods

Rapid prototyping
Personas
Affinity diagrams
Kano analysis
Surveys
Interviews
Journey maps
Six thinking hats
Wireframes

Gap Explanation

I had a health situation while attending Parsons, but I’m better now!

More info: www.hirejames.nyc/gap