

Hi, I'm Jim Silverman. I design products that **make work simple**.

I'm an experienced UX leader with 10+ years of driving user-centered innovation, cross-functional collaboration, and strategic digital transformation for enterprise platforms.

I take pride in aligning user needs with business goals, integrating emerging technologies like Generative AI, and guiding teams through ambiguity to deliver scalable, high-impact solutions.

Core Skills

Design Leadership • UX Strategy • Design Thinking • Agile & Lean UX • Enterprise Platforms • Generative AI Integration • Design Systems • Stakeholder Engagement • Cross-Functional Collaboration • Team Mentorship

Work Experience

Lead UX Designer at ADP

Mar 2022 – Present | Roseland, NJ (Remote)

- Led redesign of global CRM platform used by 25,000+ customer service reps, improving efficiency and customer satisfaction through a new design system and Generative AI integration.
- Led cross-functional teams through design-thinking exercises, strategy sessions, and workshops, fostering collaboration and alignment across departments to ensure project success.
- Delivered user flows, service maps, wireframes, and prototypes to communicate complex ideas and guide teams toward impactful, data-driven solutions.
- Mentored team members, championing the adoption of new tools and processes to foster skill development and a culture of continuous improvement.
- Facilitated decision-making processes that resulted in a more agile development cycle, enabling quicker responses to user needs and business objectives.

Lead UX Designer at UKG

Aug 2021 – Mar 2022 | Lowell, MA (Remote)

- Directed UX rebranding of acquired software into core product suite.
- Created long-term roadmap for platform consistency and usability to support scalable growth and future-proof the design ecosystem.

Senior UX Designer at Prosight Specialty Insurance

Apr 2018 – Aug 2021 | Morristown, NJ (Hybrid)

- Led transformation of partner platform to reduce support calls via self-service tools, real-time data, and enhanced reporting.
- Conducted ongoing user research and presented findings to leadership to influence strategic decisions and product direction.
- Designed a fully automated self-service platform, streamlining quote generation and policy issuance, driving both process efficiency and business scalability.

Product Designer at SPS Commerce

Nov 2015 – Dec 2017 | Little Falls, NJ

- Led UX design for collaborative analytics dashboards in retail SaaS.
- Designed internal ETL troubleshooting tool to streamline support operations.
- Partnered with developers to co-create a scalable design system.

Design Team Lead at Fareportal

Apr 2013 – Oct 2015 | New York, NY

- Managed cross-disciplinary team responsible for multiple travel booking platforms serving hundreds of thousands daily.
- Led responsive redesigns of CheapOair and OneTravel, doubling mobile conversions.

Mobile UX Designer at Usablenet

Jul 2011 – Mar 2013 | New York, NY

- Delivered mobile designs for global clients in eCommerce, travel, and hospitality.

Education

The College of New Jersey • Bachelor of Arts: Interactive Multimedia • Dec 2008
IDEO U • Human-Centered Service Design • Feb 2020