Brian Harrison

UX Director

EDUCATION

Communication Arts, B.S.
Texas A&M-Commerce

SKILLS

- User Experience
- UX Design/Management
- Project Management
- Consulting
- Creativity and Innovation
- User Research
- Process Improvement
- Strategic Planning
- Presentations
- SAFe agile
- Enterprise Design Language
- Employee Development
- Figma
- Product Exploration
- Brand Awareness
- Internal and External Collaboration
- Remote/Onsite Collaboration
- Team Management

UX DIRECTOR

Dedicated professional with expertise in designing software and web applications for B2B and B2C segments across various industries. I lead with an entrepreneurial and collaborative mindset while managing diverse teams, both onsite and remote, working within complex support applications for mobile, desktop, and touch interfaces.

SELECTED ACCOMPLISHMENTS

- Reduced bank call center agents' processing time for wire transfers by 25% through minimizing redundant processes and applications. Directed the UX team, conducted ethnographic research, and facilitated workshops with cross-functional teams to streamline processes in Salesforce and implement progressive intake forms.

- Led a skilled UX team in creating a compelling sales pitch for the commercial sales team. This effort included a captivating sales video and an engaging PowerPoint presentation for Airbnb, which resulted in a successful collaboration to integrate air travel into Airbnb's booking engine.

- Spearheaded a multi-collaborative effort with a global team to form initiatives aimed at improving employee retention and reducing attrition of high-value employees. Developed three actionable strategies: Career Strategy, New Tech Education, and Rotation Program. These initiatives led to significant improvements in employee satisfaction and retention.

PROFESSIONAL EXPERIENCE

First Command Financial   2023 – Present
UX Director

Managing a 12-person team, which includes both UX designers and researchers. I work closely with product, development, and marketing teams in a SAFe Agile environment, continuously improving team skills and career development through UX maturity practices.

- Collaborated with the SVP of UX and Product to create an internal workshop addressing pain points and opportunities between cross-functional teams. This initiative clarified roles and responsibilities, fostering a healthy collaborative environment. The teams worked on designing ideal processes using the triple diamond framework to elevate product design and feature enhancements.

- Led an internal initiative to create a pilot program for gathering weekly customer insights on various product concepts and current state applications. Collaborated with Product and CX teams to establish a complete end-to-end process for customer engagement, feedback collection, and documentation.