

# Jeffrey Ross

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## Summary:

Product Designer with 8+ years of experience designing web interfaces and user-centered digital solutions for global audiences. Proven expertise in iterative design processes, user research, and cross-functional collaboration. Skilled in Figma, Sketch, Adobe Creative Suite, PowerApp development and PowerAutomate. Passionate about creating designs that simplify complex problems.

## Work Experience:

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### Product Designer & PowerApp Developer

June 2016 – Present

#### *PayPal*

- **Designed and developed an Executive Admin Calendar Delegation PowerApp**, creating intuitive self-service workflows that enable admins to temporarily delegate executive calendar access with automated Microsoft account integration, smart timezone detection, and scheduled permission management, resulting in **12-20 hours monthly savings and 100+ hours of manual work eliminated** for the Executive Support team.
- **Designed AI-powered Employee Assistant interface**, creating rapid Figma prototypes to guide development team ideation and implementation of conversational UI with sophisticated yet simple patterns for productivity workflows including enterprise search and document analysis, delivering **intuitive solutions that accelerate daily tasks**.
- **Led Executive Onboarding PowerApp design**, transforming complex 60-page processes into delightful guided user experiences through human-centered design methodology, conducting user testing, design critiques, and cross-functional collaboration to create customizable responsive interfaces, delivering **30% efficiency improvement** for the HR Onboarding team.
- **Designed career framework web application through iterative design process**, creating human-centered user experiences for 20,000+ employees that allow visibility into the new job levels and requirements, resulting in **improved pay alignment accuracy and enhanced career development experiences**.
- **Designed and developed a Business Review PowerApp**, creating intuitive user interfaces that transformed manual processes into streamlined digital experiences for global teams across APAC, EMEA, and AMER regions, resulting in **20 hours monthly savings and 50+ hours of eliminated manual work** through responsive design solutions, user-centered problem solving, and adaptive workflows for diverse international users.
- **Designed AI Model Legal Review web interface**, solving complex multi-stakeholder collaboration challenges by creating intuitive workflows that replaced fragmented email processes with centralized tracking systems, delivering **\$39,200 annual cost savings** through iterative design process, cross-functional collaboration, and user-centered solutions that simplified complex approval workflows for diverse legal teams.

## Skills:

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**Design Skills:** UI/UX Design • Web Interface Design • User-Centered Design • Responsive Design • Prototyping • Wireframing • User Research • Usability Testing • Design Systems • Information Architecture •

**Design Tools:** Figma • Sketch • Adobe Photoshop • Adobe Illustrator • Canva

**Technical Skills:** HTML • CSS • PowerApp • PowerAutomate • Sharepoint Online