

SARA STEINHURST

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EXPERIENCE

Executive Director User Experience

J.P. Morgan Corporate & Investment Bank 2023 - Present London, UK

- Directly manages a diverse team of 5 designers while also leading the overall design team of 13 collaborators (including user research and data analytics) for a high-visibility, client facing platform
- Implementing an agile operating model for the team in order to improve the visibility of our work, reduce rework and increase speed
- Creating design roadmaps for the product to show the value of all design work streams including user research, customer experience, visual design and interaction design
- Driving innovation by introducing new practices for the design, product and tech teams including cross-functional design studios, prioritization matrices and user-center metrics for the product

User Experience Manager

Boston Consulting Group (BCG) 2022 - 2023 London, UK

- Created strategies and roadmaps to implement user-centered design across a suite of products with the target of increasing user satisfaction scores by a minimum of 5%
- Led executive level presentations of user research findings that resulted in the implementation of programs to save consultants a minimum of 2 hours per week
- Taught design thinking courses aimed at cross-functional teams for approximately 150 employees across the company
- Delivered actionable user-centered insights based on user research using a diverse UX toolkit of quantitative and qualitative methods
- Utilized service design methodologies to create a service blueprint for a major mobile based technology transformation

Senior User Researcher and Team Lead

Bosch North America 2021 - 2022 Plymouth, MI

- Led user research projects for internal and external users on a variety of products across Bosch (hardware, software and services)
- Managed the work and skill development of four junior team members to ensure their success and the success of the team
- Mentored and managed the work of two teams of UX designers through a collaboration with the University of Michigan
- Guided an agile team to implement Lean UX practices on a virtual sales hub to increase revenue by providing sales focused users an efficient, data-driven and user-centered application
- Conducted and synthesized user research to identify areas of opportunity and innovation in embedded safety software in vehicles
- Transformed the research and ideation phases of a global power tools product to bring together a cohesive cross-functional vision

Senior UX Designer & Digital Transformation Leader

The Boeing Company Defense, Space and Security 2019 - 2021

- Executed the design of a product to save \$30,000 per test flight by preemptively identifying possible issues through data analytics
- Presided over user interviews, user research, user testing and observational studies with users from two key Defense Programs
- Defined the mission, vision, measures of success, product roadmap and product backlog for a cloud based data analytics tool
- Guided stakeholders and cross-functional team members through discovery and framing exercises to drive product strategy and vision
- Managed and mentored designers to help them develop critical skills
- Led the UX Design Community of Practice for the enterprise

SKILLS

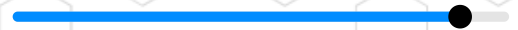
Mentoring / Coaching / Managing



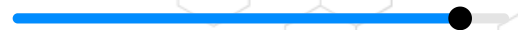
User Experience Strategy



User Testing



User Research



Communicating Design Decisions



Product Management



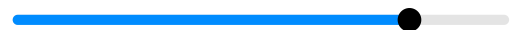
Agile Development



Prototyping / Wireframing



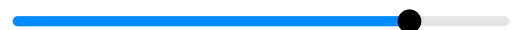
Interaction Design



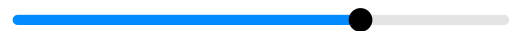
Information Architecture



Figma / Sketch / InVision / Adobe CC / Miro



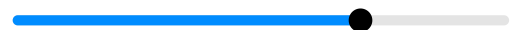
Design Systems



Data Analytics



Cyber Security Standards



Python / Java / HTML / CSS



EXPERIENCE

Senior UX Designer for Data Analytics

[The Boeing Company Defense, Space and Security](#) 2018 - 2019

- Conducted user research to design a shop floor data analytics product to save over 200 people 13,000 hours of work per year
- Architected a new data tool that converted a manual paper system into a digital board that saved users 5-10 hours per week and allowed access to historical data that allowed for trend analysis
- Tested and iterated on prototypes with users across 11 Boeing Defense programs to build a single product that suits all programs
- Communicated with the business stakeholders to articulate design decisions and transform the way we develop software from a top-down approach to a user-centered approach
- Established the product's mission, vision, roadmap and strategy as well as communicated the materials to senior executives
- Managed and mentored UX interns by providing valuable work and feedback as well as indirectly managing the product team

UX Designer - Digital Transformation

[The Boeing Company](#) 2018 - 2018

- Conducted user research and user testing to iterate on designs for an enterprise wide digital transformation assessment tool
- Created, ideated and tested prototypes for a major internal product
- Consulted with over 50 teams to implement user-centered design and digital transformation processes that best fit that team's capabilities
- Mentored interns and IT rotation participants to cultivate design skills
- Taught design thinking and user-centered design courses
- Formulated user-centered design training and skill development roadmaps to advance the proficiency of new designers

UX Designer & Product Manager

[The Boeing Company](#) 2015 - 2018

- Transformed applications to not only implement user requirements, but also improve usability and create long term product visions and roadmaps for user-centered products
- Delivered user-centered updates to applications to meet the needs of over 1000 users with a budget of less than \$500,000
- Negotiated with Industrial Engineering teams from all parts of the company (over 15 programs) to come to consensus on user-centered changes for essential enterprise tools

IT International UX Designer & Business Partner

[The Boeing Company United Kingdom \(Special Assignment 2017\)](#)

- Utilized user-centric design to implement an app for Flight Training Systems at the Gatwick Airport Flight Training Facility to save employees 10 hours per week of manual data entry
- Collaborated with cross-functional teams across the globe to provide value to end-users and utilize design thinking to implement novel solutions for data intake and storage
- Conducted extensive user research and partnered with legal to ensure our application complied with the EU's GDPR laws

Information Security Specialist & UX Designer

[The Boeing Company](#) 2014 - 2015

- Developed user-centered improvements for a critical enterprise wide IT security tool helping to improve the productivity of 150,000 users
- Participated in functional and regression testing for an enterprise wide security tool to ensure quality and security of the product
- Automated test scripts to save thousands of hours of testing labor
- Tested applications for cross-site scripting vulnerabilities
- Provided secure and up-to-date security standards for user passwords

MY DESIGN PHILOSOPHY

I provide users innovative and intuitive products by implementing lean, user-centered and agile principles on cross-functional teams.

To me, UX is a science that focuses on outcomes over outputs to solve problems for users and make the world a better place.

LEADERSHIP

Boeing Defense Hackathon Winner

[Boeing Defense, Space and Security](#)

Enterprise UX Steering Team Leader

[Boeing IT](#)

EDUCATION

Master of Science in Human-Computer Interaction

[University of Michigan](#)

Bachelor of Psychology

[University of Michigan](#)

Cybersecurity Certificate

[Washington University in St. Louis](#)

Certified Scrum Leader Training

[St. Louis University](#)