

Jonathon Thomason- Senior UX & Product Design

UX/CX • E-Comm • BizOps • Design Systems • AI & Agentic Workflows • Accessibility-Aware Platforms

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Executive Summary

- 12+ years leading product/UX design for Fortune 100 (IBM, Carnival, PepsiCo) and startups
 - Specialist in AI workflows, enterprise automation, workflows optimization, e-commerce, and design systems
 - Delivered measurable outcomes: 75% traffic growth, 25% conversion lifts, reduced operational costs
 - Led cross-functional teams across US, UAE, CH, KSA; partnered with C-suite and global engineering
 - Expert in Figma, design systems, cognitive load reduction, and conversational AI interfaces
 - Built accessibility into component systems and design standards to support enterprise platforms
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Highlights

- AspenHR – Intelligent, *accessible*, middleware UX for HR automation
 - IBM Design Studio – Multi-agent orchestration for application development using IBM's *accessible* design system
 - Carnival Cruise Line – Design systems, e-commerce & check-in redesigns, and *accessible* component libraries
 - Various Enterprise Work – Large-scale UX modernization, accessibility and leadership
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Experience

UX/Product Design Lead, HR Automation & Intelligent Middleware (Contract)

AspenHR (2025)

Led design and experience architecture for AspenHR's Client Admin Portal, consolidating onboarding, termination, compliance, and operational workflows into a single, intelligent platform.

- Designed a unified admin portal that replaced fragmented HR tools with a centralized, workflow-driven experience
- Built a modular information architecture and component system supporting onboarding trackers, notifications, templates, task management, and audit trails
- Defined component-level interaction models, including semantics, keyboard behavior, focus order, and error handling to support accessibility and long-term reuse
- Embedded accessibility-aware patterns into shared components so inclusive behavior scaled across workflows rather than being retrofitted per screen
- Partnered with HR subject-matter experts to automate manual processes, integrate IT provisioning, and surface real-time task visibility for People Ops teams
- Roadmapped AspenHR's intelligent UX modes: iX One (structured UI) and Sara (conversational AI), aligning system

behavior with user mental models

- Collaborated directly with AspenHR leadership and TAP engineering to align UX decisions with white-glove client delivery, compliance needs, and business outcomes
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Senior UX/Product Design, Agentic Workflow Platform (*Contract*)

IBM Design Studio (2025)

Designed a visual and conversational interface for building multi-agent AI workflows used by enterprise developers.

- Created scalable UX patterns for real-time agent composition, debugging, and orchestration.
 - Built a modular Figma repo and defined IA and workflow sequences (Define → Compose → Preview → Deploy).
 - Defined reusable UI patterns with clear semantics, states, and keyboard behavior to support accessible, developer-friendly workflows.
 - Led UX research on developer cognition, memory anchoring, and anticipatory design.
 - Partnered with global AI engineers (US, UAE, CH) to align with brand systems and AI governance.
 - Designed for AI recommendations to help close gaps and match agents to requirements.
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Technology & Design Manager, Enterprise Platform Strategy (*Relocation Initiative*)

Globant KSA (Relocation to Saudi Arabia Prep: Oct 2024 – Mar 2025)

Led technology and design strategy for a major international digital transformation initiative, collaborating across global teams and preparing for relocation.

- Appointed to lead technology/design strategy and cross-functional planning for a major digital project in the Kingdom of Saudi Arabia (KSA).
 - Collaborated with global teams across USA, UK, and KSA to align product vision, workflows and design systems.
 - Prepped UX frameworks, process maps and modernization plans for large-scale platform transformation.
 - Completed full visa and relocation preparation; project paused due to shifting client priorities.
 - Engagement concluded amicably, with Globant offering a reference for future opportunities.
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Interim COO & M&A Systems Designer, CRM, and Sales Automation (*Part-time*)

Seiler Tucker Inc. (2024–2025)

Developed Journey maps, SOPs and automated marketing campaigns, CRM & sales pipeline

- Migrated CRM from custom CRM to Monday & Shopify with subscription logic from Keap/Infusionsoft to Klaviyo.
- Designed modular automations for membership, affiliate, and drip campaigns with internal reporting dashboards
- Documented SOPs and proprietary M&A process in notion

UX/Product Architect, Enterprise Systems Modernization (*Contract*)

Eaton Industries (2023)

- Led UX strategy for enterprise ordering and project management platforms, optimizing B2B e-commerce user flows and transactions.
 - Unified design and development systems to accelerate feature deployment and reduce redundancy.
 - Delivered data-backed recommendations that informed product roadmaps and enhanced platform usability.
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UX/Product Design Lead, Enterprise Innovation Systems (*Contract*)

PepsiCo | Center of Excellence (2022)

- Directed UX improvements for internal platforms supporting procurement, HR, and innovation workflows.
 - Designed and optimized automated internal systems for equipment, software, and employee services.
 - Conducted research and developed user personas to align modernization initiatives with workforce needs.
 - Led cross-team workshops and secured funding for innovation projects through effective RFP presentations.
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UX/Product Design Lead, Digital Booking & Operations Platforms

Magellan Jets (2020 – 2021)

Reimagined e-commerce booking systems, shifting away from travel agent coordination and into customer self-service platforms.

- Designed automated tools for passenger flight support and real-time flight plan updates.
 - Directed UX for full website and mobile app redesign, expanding customer journey and booking touchpoints.
 - Embedded accessibility into the design system
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UX/Product Design Lead, E-commerce & Guest Experience Platforms

Carnival Cruise Line (2016-2019)

- Led redesign of e-commerce platform, improving conversion, engagement and self-service adoption at enterprise scale
- Rebuilt the design system and component library, establishing reusable patterns that supported consistency, speed and long-term maintainability.
- Embedded accessibility into the system by defining semantic structure, keyboard interaction, focus order, and contrast standards at the component level

- Designed and automated online check-in workflows, reducing customer service volume and operational friction
 - Streamlined loyalty program enrollment through SSO and social integrations, improving sign-up rates and user continuity
 - Partnered closely with engineering, product and QA to ensure interaction models, accessibility behaviors, and UX standards survived reuse and refactors
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Senior UX/Product Designer, Healthcare Operations Systems

Chen Medical (2013-2016)

- Designed and built internal tools to streamline clinical workflows and automate billing processes.
 - Reduced physician documentation time through automated note tools and e-commerce-style service portals.
 - Collaborated with leadership to align product features with operational needs, driving measurable efficiency gains.
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Lead UX Instructor, Applied Product Design & Research (*Adjunct*)

Ironhack (2017 – 2018)

- Led design bootcamps focused on Visual Design and User Research, emphasizing real-world e-commerce UX best practices.
 - Developed and delivered a curriculum covering UX principles, visual design, and research methodologies.
 - Mentored students on project-based learning, portfolio development, and career readiness.
 - Facilitated workshops and critiques to strengthen student design thinking and execution.
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AI Fluency & Practice

- Integrate AI tools (ChatGPT, Claude, Copilot, Figma AI, Miro AI, Notion AI) across discovery, synthesis, ideation, and UX writing to accelerate delivery without compromising quality
 - Design AI-assisted experiences with strong UX guardrails: confidence signaling, human override, error recovery, and transparent system feedback
 - Build prompt frameworks and reusable research/design workflows that reduce cycle time and improve consistency across teams
 - Partner with PM, Engineering, and Data to translate AI capabilities into practical product outcomes — balancing speed, trust, accessibility, and measurable impact
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Core Strengths

Systems & Design Thinking, Design Systems, Accessible Component Architecture, AI & Agentic Workflows, AI-Assisted UX Practice, UX, Team Leadership, Cognitive Load Reduction and HCI Design, Processes & Workflow Optimization

Tools & Technologies

Design Systems: Figma, Zeplin, Storybook.js, Adobe CC

Automation & AI: GPTs, n8n, Make, Klaviyo, iSolved, Miro, Notion, Monday

Frontend: React, HTML, CSS, JS

Ops & Research: Notion, Monday, Miro, Jira, UserTesting, Analytics

Early Career: *Web & Graphic Designer (2007–2012)*

Education: *Archbishop Shaw High School Diploma (2004–2007)*