

Andrew Adams

UX Design Leader · Design Systems · AI-Native Product Design

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SUMMARY

Product design leader with 11 years of experience turning research into measurable business outcomes on enterprise platforms. At Slalom I lead the design team behind me@slalom, a platform serving 13,000+ employees across 45 markets, which raised satisfaction from 41% to 85% and cut HR ticket volume by 60% within a year of launch. I build design systems along with the teams and processes that scale them. On personal projects I also design and build software hands-on with AI coding tools, which gives me a working view of how AI is changing the way design teams deliver.

41% → 85%

employee satisfaction, 12 months post-launch

–60%

HR support ticket volume

22 → 3 min

task-completion time (85% faster)

13,000+

users across 45 markets

EXPERIENCE

Slalom — Manager, UX Design

Feb 2021 – Present · Remote (Seattle)

Design lead for me@slalom, a unified employee platform that replaced five legacy tools (Workday, Confluence, SharePoint, Slack, Outlook).

- **Owned experience outcomes and KPIs:** raised employee satisfaction from 41% to 85% and cut HR ticket volume by 60% within 12 months of launch.
- **Led research to set strategy:** ran a discovery program of 12 in-depth interviews and a 200-person survey that surfaced root causes the legacy tools had hidden, and used it to set product direction.
- **Re-architected the core workflow:** rebuilt career management around a unified data layer and an embedded AI assistant, cutting average task time from 22 minutes to 3 (85% reduction).
- **Lead the team and its process:** manage 5 UX designers and researchers working with 8 engineers. Own end-to-end delivery (discovery, design system, dev handoff, beta launch, post-launch retrospective) using agile/JIRA.
- **Built and govern the design system:** component library, design tokens and pattern documentation that let the platform scale across teams and markets.
- **Brought AI into how the team works:** piloted Figma AI, Claude and ChatGPT for generating component variants, writing specs and auditing tokens, and coached the team as they adopted these tools.

T-Mobile (Contract) — Senior UX Designer

Feb 2018 – Feb 2021 · Bellevue, WA

- **Designed learning experiences for network field technicians:** training content, a role-based learning flow on the Cornerstone platform for managers and employees, and the visuals behind them.
- **Created 12 VR disaster-and-recovery training scenarios** for Tech Olympics, T-Mobile's 4-day technician conference. I captured 360° cell-site imagery and built the damage scenes and interactive overlays in Photoshop and Illustrator.
- **Concepted and prototyped Pulse**, an AR proof of concept that let technicians scan a cell site to pull up training and share how-to video with peers. I took it from whiteboard to a clickable prototype for leadership review.
- Took over a **stalled 3-year** internal Network/DTD platform rebrand, redesigned all UX/UI and graphics, and shipped it in **3 months** with a single developer.

iSpot.tv — Lead Visual Designer

Jun 2015 – Feb 2018 · Bellevue, WA

- Owned the brand and visual system across web, packaging and product UI as lead visual designer on the product team.
- Took projects from whiteboard ideation through wireframes and final design, working with product and engineering on go-to-market.

Wizards of the Coast (Contract) — Visual Production Designer

Jan 2015 – Jun 2015 · Renton, WA

- Created conceptual production art, infographics, banners and icons for the Magic: The Gathering website.

SKILLS

Leadership	Team management, design ops & process, KPI ownership, research programs, stakeholder alignment, agile/scrum
Design Systems	Component libraries, design tokens, pattern documentation, governance, Figma Variables & Branching
AI-Assisted Design Tools	Claude & Claude Code, Figma AI / Make, ChatGPT, Cursor, GitHub Copilot, Midjourney Figma (Design, FigJam, Dev Mode, Prototyping), Adobe CC, Axure, Miro, JIRA, Confluence, GitHub, Notion
Front-End	HTML, CSS, React / TypeScript (working knowledge)

AWARDS

American Advertising Federation: 3 Local, 1 Regional and 1 National ADDY Award

EDUCATION

Sanford-Brown College, Seattle, WA. BFA, Graphic Design