



RACHEL CICHOWICZ

Full-stack UX - Research | Design | Content

EXPERIENCE

PRINCIPAL USER EXPERIENCE DESIGNER

Remote

OneTrust | February 2024 - Present

- Shape project goals to promote more consistent, thoughtful UX on OneTrust's Data Discovery product through design direction, contribution to roadmaps, and collaboration with product and engineering partners.
- Advocate and evangelize UX practices to various stakeholders, including engineers and product managers.
- Conduct user research and testing to understand customer needs and pain points.
- Analyze and synthesize research findings into understandable and shareable media.
- Present research and designs to stakeholders and the general UX team to promote a shared knowledge base and consistency across products.
- Collaborate with UX content strategists to design with content needs in mind and craft helpful in-product guidance.
- Create engineering-ready design deliverables to simplify implementation and maintain intended customer experience.
- Audit legacy experiences and conduct competitive research to identify needed improvements and iterations.

SENIOR USER EXPERIENCE DESIGNER

New York, NY

JPMorgan Chase & Co. | July 2022 - August 2023

- Lead end-to-end research and design on mobile and desktop projects for PricingDirect (a subsidiary of JPMC) and the mobile app for J.P. Morgan Markets.
- Collaborated with design leadership, engineering, and product stakeholders to redesign PricingDirect's marketing site (which was last redesigned in 2017) and web application (created in 2010 and had not been overhauled since), as well as create a plan to establish PricingDirect as an industry thought leader.
- Lead workshops, brainstorming sessions, stakeholder interviews, and user research to identify customer and business needs, ideate, and foster a collaborative environment of shared responsibility (both PricingDirect and Markets mobile app).
- Created design artifacts to facilitate discussion among stakeholders and technology partners to design the optimal product offering for the end user.
- Took responsibility for researching and designing user journeys, content strategy, information architecture, and product strategy for PricingDirect, as well as wireframing and prototyping screens that would implement these strategies.
- Created lo-fi and hi-fi mockups with consistent feedback loops and provided redlines to hand off to engineering for implementation (both PricingDirect and Markets mobile app).

SENIOR PRODUCT DESIGNER

Remote

Numo (subsidiary of PNC Bank) | July 2021 - July 2022

- Designed solutions for companies with large data sets by collaborating with product, engineering, and customer stakeholders in an agile environment.
- Supported regular user research that informs product strategy and improves usability.

CONTACT

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EDUCATION

GENERAL ASSEMBLY
User Interface Design

GENERAL ASSEMBLY
User Experience Design

PENN STATE UNIVERSITY
Art History, B.A.
Advertising, B.A.

TOOLS

UserTesting.com
Maze
Figma + FigJam
Sketch
InVision
Adobe Creative Suite
Pendo
JIRA
Confluence
Microsoft Suite
Google Suite

SKILLS

User Research
Research Analysis
Research Synthesis
Research Documentation
Research Presentation
Competitive Analysis
Journey Mapping
Usability Testing
Contextual Inquiry
Roadmapping
Information Architecture
Content Strategy
User-Centered Design
Interaction Design
Product Strategy
Prototyping
Wireframing
Quality Assurance Testing
Mentorship
Cross-functional Partnerships
Stakeholder Collaboration
Agile Methodologies

SENIOR PRODUCT DESIGNER (CONTINUED)

Remote

Numo (subsidiary of PNC Bank) | July 2021 - July 2022

- Defined seamless user flows and intuitive experiences as the product offering expanded.

SENIOR USER EXPERIENCE DESIGNER

New York, NY

American Express | August 2019 - July 2021

- Worked to decommission legacy CRM software at American Express through user research and incorporating key functionality from these systems into the new Customer 360 solution.
- Lead branding and corporate communications for the Customer 360 tool.
- Collaborated cross-functionally (design, marketing, product, engineering) in an agile environment to design solutions that incorporated business requirements while solving user needs.

SENIOR PRODUCT DESIGNER + DESIGN CONSULTANT

New York, NY

EY Digital | February 2017 - March 2019

- Designed the overall functionality of products and solutions in an agile environment to ensure optimal user experiences and facilitate client product vision.
- Research user needs, conduct user testing, analyze strategic approaches, and translate concepts into wireframes and prototypes that lead to intuitive UX.
- Identify design problems and devise solutions for different client projects, make strategic design and UX decisions, and rapidly test and iterate on designs.