JOYCE HANSEN

SENIOR USER EXPERIENCE DESIGNER

Senior UX Designer with 15+ years of experience, including qualitative research and interaction design for enterprise applications, and an M.S. in Human-Computer Interaction. Skilled in leading discovery research, aligning cross-functional teams, and designing solutions that drive efficiency and business impact.

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Greater Chicago area

I'm open to hybrid opportunities in Chicago and remote roles.

EXPERIENCE

User Experience Design Lead (Vice President) Jan 2022 – present

JPMorganChase | Chicago, IL

J.P. Morgan Payments Commerce Solutions provides merchants with end-to-end payment acceptance tools that help move over $10T daily. (Oct 2025– present)

- Delivered an experience enabling enterprise merchants to optimize transaction processing costs, supporting client retention and revenue growth. Used project briefings to inform AI-assisted research for competitive analysis and user persona definition, then validated findings with internal partners. Performed an AI-assisted heuristic evaluation to refine UI design prior to usability testing.

J.P. Morgan Payments offers innovative financial solutions to small businesses and many prominent corporate, institutional, and government clients. (Jan 2022 – Sep 2025)

- Improved response time for clients through redesign of inquiry management experience for global client service organization supporting an average $9.8T in transactions daily. Conducted discovery research and engaged technology leads to ensure feasibility, leading designers and as an individual contributor.
- Delivered a strategic vision for exception management that supported a business case for transformation requiring significant investment. Active collaboration with researcher resulted in seamless transition from discovery to design and documentation that drove alignment and garnered praise from product partners.
- Informed roadmaps for Client Service and Onboarding digital experience across Payments through a strategic vision for senior leadership. Leveraged existing research to redesign key screens and craft a narrative that highlighted opportunities for machine learning.
- Reduced time spent on queue management for client service by 80% through research with global pilot users of new inquiry management functionality. Identified opportunities to reduce duplicative effort through bulk actions.

Senior User Experience Designer (Associate) Nov 2019 – Jan 2022

JPMorganChase | Chicago, IL

- Reduced task completion time by 68% for global client service teams by applying and evolving a design system to enhance contact management and transactional workflows in an inquiry management application.
- Increased visibility of key client metrics and strategic opportunities for client service users. Planned and conducted interviews to understand nuances across industry segments.
- Decreased interruptions for client service and improved response time for clients by increasing efficiency in maintaining essential client records.

SKILLS

Interaction Design

- User flows
- Storyboarding
- Wireflows
- Wireframes
- Prototypes
- WCAG 2 compliance

Research

- Interviews
- Contextual inquiry
- Surveys
- Card sorts
- Qualitative analysis
- Heuristic evaluation
- Competitive analysis
- Usability testing

TOOLS

- Figma
- ChatGPT/Claude
- UserTesting
- HTML & CSS

EDUCATION

DePaul University | Chicago, IL

Master of Science in Human-Computer Interaction

The Creative Circus | Atlanta, GA

Design

St. Norbert College | De Pere, WI

Bachelor of Arts, Graphic Communication

Senior User Interface Designer (Contract) Jun 2018 – Nov 2019

JPMorganChase | Chicago, IL

- Enhanced client experience and usability with a redesign of the Access global cash management application, which serves clients in 145 countries. Leveraged a new design system and evolved and adapted UI patterns to support complex interactions. Facilitated conversation and feedback from senior stakeholders to align on design decisions.
- Ensured efficient and accurate builds by delivering detailed designs and documentation to development teams and performing quality assurance checks prior to release.

Senior User Interface Designer (Contract) Dec 2017 – Jun 2018

Walgreens | Chicago, IL

Walgreens is a pharmacy chain that offers prescription medications, health and wellness products and services, and retail items.

- Enhanced customer coupon experience on e-commerce website. Designed new features and interactions, applied and evolved a new design system, and collaborated across teams to ensure efficiency and consistency.

Associate Creative Director/Senior Art Director May 2014 – Oct 2017

Manifest | Chicago, IL

Manifest is an independent experience design agency focused on creating impactful brand engagement and founded in the principles of customer-centered design.

- Collaborated with a cross-disciplinary team from discovery through redesign of a federal drug pricing program portal for Walgreens that enhanced the user experience for administrators. Created responsive views, highlighted high-level program data, and reinforced a trusted brand through adherence to client style guide.
- Redesigned the website for a nonprofit integrated healthcare system. Partnered with UX designers to define page structure and navigation, presented concepts to client stakeholders, and guided junior designers through design explorations from sketches to detailed design.
- Worked as part of an Agile team to define the visual language for a smart home app built by Motorola in partnership with Verizon. Conceptualized new features and interactions with user experience and product and participated in testing incremental builds.

Senior User Interface Designer Dec 2010 – Sep 2013

Razorfish | Chicago, IL

Razorfish is an interactive agency offering web development, advertising, and creative services.

- Designed responsive online customer quote and application workflows for a leading insurance and financial services company, collaborating within a cross-functional team. Leveraged a design system, refined unique interactions to support clarity and task completion, and contributed to the evolution of UI components.
- Designed the UI for a safe driving rewards app in collaboration with a cross-functional team, including vehicle setup flows, data visualization for mileage tracking and reporting, and display of educational content.
- Designed e-commerce experience for JCPenney's iOS and Android apps and mobile website, including navigation, product pages, and checkout flow. Contributed to the style guide and worked closely with offshore development teams to maintain design consistency.