Jonelle Boyd

PRODUCT DESIGNER (UX/UI)

✉ akamissj@hotmail.com ☎ 314.223.6888 in linkedin.com/in/jonelle-boyd 🔗 Portfolio

Product Designer with 10+ years of experience crafting digital experiences across SaaS, eCommerce, biotech, and enterprise environments. I specialize in scalable, user-centered interfaces for complex systems like cloud platforms, enterprise tools, and internal apps. I balance usability with business goals—whether leading features end-to-end, building design systems, or collaborating closely with engineers. I thrive in curious, collaborative teams focused on clarity and continuous improvement.

EXPERIENCE

Sr. UX Designer 🏢 Centene | Healthcare and Insurance 📅 Jul 2025 - Present

- Led UX design for the Pharmacy Overview page within an internal platform (Chassis) supporting Centene's member portal, creating a centralized hub for pharmacy information and services
  - Produced mockups and user flows leveraging existing internal design patterns and research to accelerate delivery on a tight 1/1 launch timeline
  - Partnered with cross-functional stakeholders (product, research, content, and pharmacy SMEs) to align on internal linking strategies and content architecture, ensuring scalability across multiple health plans, states, and member types
  - Developed prototypes and test scenarios to validate usability, optimizing navigation and reducing friction for both members and downstream internal support teams

Designed a centralized pharmacy hub projected to improve navigation efficiency by 20% and reduce member support calls by streamlining access to pharmacy information—directly benefiting internal call center and support operations. Delivered for a high-visibility 1/1/26 launch while establishing a scalable foundation aligned with internal systems and design standards.

Sr. UX Designer 🏢 Pulumi | Open-source B2B+B2C infrustucture as code platform 📅 Mar 2022 - Apr 2025

- Led end-to-end UX design for Pulumi Cloud, a SaaS control plane supporting a highly technical, internal-facing user base of developers and DevOps engineers managing cloud infrastructure as code
- Co-created Pulumi's first multi-platform design system in Figma, establishing tokens, components, and accessibility standards to support scalable internal platform development
- Conducted user research and usability testing, leveraging Metabase data to improve onboarding, dashboard UX, and feature adoption for complex engineering workflows
- Designed a conversational AI chat interface (Pulumi Copilot), enabling more intuitive interaction with internal tooling and infrastructure workflows
- Created a modular onboarding experience tailored to different user types, reducing friction and accelerating time-to-value within a complex, system-driven environment

Enhanced usability, consistency, and scalability across Pulumi Cloud, contributing to a 25% increase in feature adoption and a 30% reduction in onboarding time. Improved efficiency for internal engineering users by simplifying complex workflows and aligning experiences with system constraints in a fast-paced B2B environment.

Sr. UX/UI Designer 🏢 Thermo Fisher | Global biotech and eCommerce 📅 Nov 2020 - Feb 2022

- Led UX design for global search on Thermo Fisher's eCommerce platform, improving product discovery for highly specialized scientific users with complex search needs:
  - Refined advanced filtering and taxonomy structures to support complex, domain-specific queries, improving findability across a large-scale product catalog.
  - Applied UX best practices from the Baymard Institute to optimize search layouts, filtering interactions, and results page usability.
  - Partnered with product managers and engineers to define A/B testing strategies, driving measurable improvements in conversion and search performance.
- Served as lead designer for scientific instrument applications, including Attune NxT, designing for internal-facing users such as lab technicians and researchers performing advanced cell analysis workflows
- Contributed to the Komodo design system, supporting internal teams by maintaining consistency, scalability, and reusable patterns across scientific software and eCommerce platforms

Improved product discovery by 20% and increased task success for complex queries by 15%. Enhanced usability for both external customers and internal scientific users, while strengthening system-wide consistency through contributions to shared internal design standards and tooling.

Sr. UX Designer 🏢 Charter Communications | Telecommunications 📅 Jul 2019 - Nov 2020

- Led UX design for Gateway, an internal support tool used by thousands of call center agents nationwide to manage Spectrum Mobile customer interactions
- Conducted in-person field research at call centers to observe real-world agent workflows, identifying friction points and opportunities to improve efficiency
- Developed personas and journey insights grounded in internal user behavior, guiding design decisions for high-volume support scenarios
- Led multiple rounds of usability testing to validate concepts, iterate on prototypes, and streamline workflows for faster issue resolution
- Partnered closely with product and engineering to deliver scalable, production-ready solutions within agile sprints, aligning with internal system constraints and workflows

Focused on improving the user experience of Gateway, Spectrum Mobile's internal agent support tool, resulting in a 25% reduction in time-to-resolution for common support tasks. Conducted user research, developed personas, and validated design solutions while partnering with cross-functional teams to deliver scalable UX improvements and help establish a cross-platform design system.

Sr. UX/UI Designer   🗂 Equifax | Workforce Solutions Division*   📅 Mar 2015 - Jul 2019

- Designed and optimized reusable components and page templates for Equifax.com while also contributing to the Workforce Solutions platform, supporting B2B applications used by HR teams, businesses, and government agencies for employment and income verification.
- Collaborated with content, marketing, engineering, and front-end teams to ensure usability, accessibility, and seamless implementation across devices, while supporting internal teams responsible for managing and scaling digital content and tools.
- Led usability testing via UserTesting.com to validate design concepts, improve task flows, and ensure clarity for both external users and internal stakeholders managing complex financial and employment data.
- Facilitated usability workshops with product teams and engineers to align on user needs, identify friction points, and drive iterative improvements across enterprise tools and customer-facing platforms.
- Partnered with the internal Liferay CMS team to design and implement reusable components and templates, improving efficiency and consistency for internal users managing website content and workflows.
  - Completed Certification of Completion: Content Management by Liferay (2018), with a focus on supporting internal content operations and governance.

Drove UX improvements across Equifax.com and the Workforce Solutions platform by designing scalable components and enterprise applications for HR and business users. Led usability testing and partnered cross-functionally to enhance both customer-facing experiences and internal workflows, including content management and employment verification tools.

Equifax Workforce Solutions is a B2B platform that provides employment and income verification services to businesses, government agencies, and HR departments.

UX Designer   🗂 Sigma-Aldrich/Millipore Sigma | B2B Life sciences & chemicals   📅 Jun 2014 - Dec 2014

- Conducted contextual interviews and observational research with laboratory scientists to understand workflows, pain points, and data tracking needs within research environments.
- Translated insights into wireframes, task flows, and interactive prototypes for lab informatics tools that improved experiment tracking, data input efficiency, and overall lab productivity.
- Collaborated with product managers and engineers to iterate on UI components and ensure usability and technical feasibility across platforms.

Designed internal lab informatics tools that streamlined experiment tracking and improved data entry efficiency through research-driven UX solutions.

Jr. UI/UX & Web Designer   🗂 Elsevier | Academic Publishing & eLearning   📅 Dec 2007 - Jan 2014

- Progressively advanced from a marketing-focused web design role into a dedicated UX position on the Evolve eLearning platform team, supporting Elsevier's B2B and B2C education offerings for nursing and health sciences students and institutions.
- Designed and iterated on interactive learning tools, assessments, and dashboards to enhance student engagement and provide instructors with clearer insight into learner performance and progress.
- Collaborated with product managers, developers, and instructional designers to align design solutions with learning objectives, accessibility standards, and platform requirements.
- Supported front-end development using HTML, CSS, and JavaScript, bridging design and engineering to improve implementation speed and UI accuracy.

Designed interactive learning tools and dashboards for Elsevier's Evolve platform, improving student engagement while enabling instructors and administrators to more effectively monitor learner performance and progress.

UX/UI Design

User Strategy & Research, Design Thinking, Wireframing & Prototypes, Mockups/UI Design, Design System Creation & Maintenance, Accessibility, Usability Testing, SaaS/B2B/B2C Environments, eCommerce, Agile Practices, Cross-Functional Collaboration, Design Mentorship, Enterprise UX, Interaction Design, Information Architecture, Responsive & Scalable UI/UX, Personas, Presentation Skills, User Flows, Competitive Analysis

Tools & Tech

Figma, Sketch, Miro, Balsamiq, Adobe Creative Suite, Metabase, Dovetail, WordPress, JIRA/Confluence, GitHub, Usertesting.com, Trello, HTML/CSS, Wordpress

Webster University

📖 Bachelor of Arts in Graphic Design   📅 2005
📖 Minor in Website Development

St. Louis Community College

📖 Associate of Arts in Graphic Design   📅 2002