



Jonathan D'Ambra

Product Design Leader – Seattle, WA

Smartsheet

Senior Product Designer II

January 2022 – Present

- Led design for user-centered experiences across product areas, including solution creation, workspaces, home, navigation, and wayfinding
- Facilitated design workshops, critiques, and key stakeholder reviews for strategic initiatives across teams to deliver on company OKRs
- Built strong partnerships with product and engineering, delivering three north star visions across product areas with phased implementation plans
- Mentored mid-level and junior designers to improve storytelling, collaboration with the product and engineering triad, and stakeholder management

Bluetooth SIG

Product Lead, Specification Program

August 2020 – November 2021

- Led and managed the Specification product management team, focused on creating and executing vision and strategy for a modern specification collaboration platform
- Oversaw two major releases that increased customer satisfaction by 18%, reduced load times by 94%, and reduced time on task by 45%
- Mentored product managers in user-centered practices, including user interviews, usability testing, and persona development
- Increased delivery of work items by 386% by securing dedicated team resources, breaking down communication barriers, and driving test and learn methodologies

UX Manager

August 2019 – August 2020

- Hired and managed a team of three designers focused on project management, collaboration, document management, product qualification, and communication tools
- Cut an average of 2 sprints from projects by introducing UX-facilitated workshops and design sprints as standard methods for collaboration and problem solving
- Reduced development time and improved quality by driving the first implementation of a UX engineer-built design system
- Created safe spaces for consistent and constructive design feedback for the team by introducing practices like weekly design critiques and monthly shareouts

Senior UX Designer

December 2018 – August 2019

UX Designer

February 2017 – December 2018

- Reshaped strategic vision and roadmap by leading and evangelizing user research efforts for personas, mental model diagrams, contextual inquiry, and object models
- Lead user-centered redesigns for project management, content management, and collaboration tools

Ingenious Med, Inc

UX Designer

September 2012 – February 2017

- Contributed to 124% mobile-led sales growth with redesigns of iOS and Android apps
- Reduced development costs by 30% (~\$250,000) across five projects through iterativedesign practices; received the quarterly award for employee excellence
- Expanded UX practice to all product areas by advocating for user-centered design across the organization and hiring for two additional UX practitioners

Contact

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Education

Nielsen Norman Group

UX Certification, 2016 - 1005999

UC San Diego

Human-Centered Design Course, 2014

University of Miami

Bachelor of Arts, Economics, 2011

Magna cum Laude

Minors in Philosophy and Political Science

Skills

Interaction design

User research and observation

Storytelling

Prototyping and usability testing

Design systems

Stakeholder management

Team management and mentorship

Tools

Figma, Balsamiq, Protopie, Axure, Adobe

Creative Suite and more

HTML5/CSS3

Interests

Mountaineering and Hiking

Astronomy and Space Flight

Improv Comedy

Buffets