



# Jonathan D'Ambra

Product Design Leader – Seattle, WA

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## Smartsheet

Senior Product Designer II

January 2022 – June 2024

- 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