**JOHN PAK**

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**GLOBAL DESIGN LEAD SUMMARY**

* 20+ years of experience in **UX leadership** and **strategic product development**, specializing in scalable **AI, ML, and NLP-driven Product, UX, Service designs** for global enterprises.
* Led cross-functional teams to achieve **operational excellence**, as evidenced by measurable efficiency and customer satisfaction improvements.
* Certified in **CSM/CSPO** and **Product Analytics**, aligning design innovation with **agile methodologies** to deliver impactful solutions.

**WORK EXPERIENCE**

**Senior Manager, Product UX · JPDESIGN Interactive · Los Angeles, CA · 04/2023 – Present**

A design consultancy specializing in AI-driven UX solutions and agile design practices, delivering innovative experiences for tech clients.

* Improved **team alignment**, as evidenced by faster **collaboration metrics**, by facilitating cross-functional design workshops.
* Enhanced **operational efficiency**, as tracked by **cycle time reduction**, by embedding **AI-driven workflows** in product design.
* Boosted **customer satisfaction**, as measured by **NPS increases**, through iterative **user-centered design solutions**.
* Reduced **time-to-market**, as validated by **project timelines**, by aligning design initiatives with **agile frameworks**.

**Lead UX Designer · PwC · Los Angeles, CA · 11/2022 – 04/2023**

A global professional services network providing consulting and assurance services to clients in over 150 countries.

* Increased **user engagement**, as validated by **interaction analytics**, by incorporating **AI and NLP technologies** into enterprise tools.
* Improved **design consistency**, as reflected in **stakeholder feedback**, through scalable **design systems** and **collaborative frameworks**.

**Lead UX Designer · Apple Inc · Culver City, CA · 06/2022 – 10/2022**

A global leading technology company, creating innovative hardware, software, and services, including enterprise tools for internal workflows.

* Enhanced **usability standards**, as demonstrated by **user testing results**, by integrating **ML workflows** into internal tools.
* Reduced **iteration cycles**, as tracked by **production metrics**, by creating adaptive **cross-platform systems**.

**Lead UX Designer · ADP · Pasadena, CA · 10/2021 – 05/2022**

A global leader in HR solutions, delivering payroll, benefits, and workforce management technology to businesses worldwide.

* Boosted **employee productivity**, as measured by **HR system efficiency**, by designing **AI-enhanced HR solutions**.
* Accelerated **product development**, as tracked by **delivery metrics**, by embedding **agile methodologies** in design processes.

**Senior Service Design Manager · MGM Resorts International · Los Angeles, CA · 11/2020 – 08/2021**

A global leader in hospitality and entertainment, providing innovative guest experiences through integrated resort operations.

* Improved **workflow efficiency**, as evidenced by **reduced bottlenecks**, by integrating **NLP-driven insights** into enterprise tools.

**Senior UX Designer · City National Bank · Los Angeles, CA · 10/2019 – 07/2020**

A premier bank specializing in personalized financial services, catering to individuals, businesses, and entertainment clients.

* Increased **accessibility compliance**, as validated by **audit results**, by adhering to **WCAG guidelines** in all design workflows.
* Enhanced **user engagement**, as tracked by **interaction analytics**, by implementing **inclusive design strategies**.

**Lead Product UX/UI/Web Designer · Saviynt Inc · El Segundo, CA · 03/2019 – 10/2019**

A provider of enterprise identity governance and cloud security solutions for global organizations.

* Improved **design system scalability**, as evidenced by **faster handoff metrics**, by implementing **detailed documentation processes**.
* Boosted **customer retention**, as measured by **NPS scores**, by designing **user-centric interfaces** using Figma.

**UX Design Manager · Creative Circle · Los Angeles, CA · 07/2018 – 03/2019**

A staffing and consulting agency connecting companies with creative and technical professionals for innovative projects.

* Enhanced **team productivity**, as reflected in **delivery timelines**, by introducing **AI-driven strategies** for complex solutions.
* Improved **project outcomes**, as validated by **stakeholder approval ratings**, through effective **team mentoring**.

**Senior UX Designer · CCC Intelligent Solutions · Cerritos, CA · 02/2017 – 05/2018**

A SaaS company specializing in AI-driven solutions for the automotive, insurance, and collision repair industries.

* Increased **engagement metrics**, as demonstrated by **user adoption rates**, by integrating **ML-driven insights** into products.
* Reduced **workflow bottlenecks**, as evidenced by **iteration speed**, by employing **human-centered design methodologies**.

**Interactive UX/UI Designer · Investor’s Business Daily · Los Angeles, CA · 07/2016 – 02/2017**

A leading financial news and research platform delivering investment tools and insights for individual and institutional investors.

* Improved **platform conversions**, as tracked by **analytics**, by optimizing UX workflows using **data-driven strategies**.
* Enhanced **user retention**, as validated by **longer session times**, by delivering iterative updates based on user feedback.

**Principal Product Designer · New Star Realty · Los Angeles, CA · 02/2015 – 06/2016**

A boutique real estate agency focusing on US-Korea property development, sales, and realtor training.

* Increased **web traffic**, as demonstrated by **SEO analytics**, by creating responsive, **scalable designs**.
* Improved **project delivery rates**, as tracked by **on-time metrics**, through streamlined **design processes**.

**Senior Interaction UX Designer · Ratespecial Interactive LLC · Pasadena, CA · 08/2012 – 02/2015**

A marketing technology company delivering conversion-driven digital experiences for clients in various industries.

* Boosted **revenue growth** by delivering impactful, data-driven UX solutions, as measured by conversion metrics.
* Improved **design efficiency**, as validated by **faster handoff timelines**, through enhanced **team workflows**.

**UX/UI Design Manager · Colliers International · Los Angeles, CA · 09/2009 – 07/2012**

A global real estate services and investment management company enhancing workplace experiences through innovative solutions.

* Increased **user engagement**, as tracked by **web traffic**, by leading **CMS redesign projects**.

**EDUCATION**

* UCLA Extension · Multimedia Management and Webmaster
* Art Center College of Design · MS, Industrial Design (Product)
* Milwaukee Institute of Art and Design · BFA, Industrial Design (Product)

**CERTIFICATION**

* Certified Scrum Master® (CSM), Scrum Alliance Inc · 05/2023
* Certified Scrum Product Owner® (CSPO), Scrum Alliance Inc · 04/2023
* Certified UXD and UX Management Professional, Interaction Design Foundation · 05/2019 – 10/2019

**SKILLS**

UX leadership, strategic consulting, service design, AI integration, ML workflows, NLP-driven solutions, cross-functional collaboration, customer satisfaction, operational excellence, agile methodologies, CSM, CSPO, product analytics, scalable solutions, enterprise applications, storytelling, design strategy, innovation, stakeholder management, user-centered design.

**TOOLS**

Figma, Adobe Creative Suite, Sketch, Miro, Jira, Confluence, Axure, InVision, Microsoft Office Suite, M365, usability testing tools, accessibility audit tools, and prototyping software.