

Alton Jenkins

Product Designer | UXD

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I'm a full-service Product Designer experienced with delivering at scale across complex platforms, enterprise environments and cloud computing spaces.

EXPERIENCE + IMPACT

Cloudflare - Senior Product Designer, 2024 -2026

- Through exhaustive iteration & deep cross-functional partnership, I delivered net new features and end-to-end enhancements within sophisticated network infrastructure. AI-assisted design and various Research + Design Thinking methodologies fueled this effort, reshaping our product into a more approachable & scalable enterprise experience impacting growth, acquisition, conversion, and retention.
- Build shared patterns and design goals that ensure a cohesive experience for use-cases across products.

Apple - Product Designer, 2022 - 2023 (contract)

- My job was to discover opportunities for the future of Apple Wallet Access by analyzing business trajectory, gathering and synthesizing internal + external data and examining industry competitors.

IBM - UX Designer, 2018 - 2022

- Delivered mission critical enhancements to IBM Cloud's global search functionality.
- Designed an AI generated "recommendations engine" for Cloud Platform clients, expanding product engagement and NPS scores.
- Conducted extensive heuristic evaluations to alleviate friction across systems without causing disruption to active client needs.

iHeart Media - UX Designer, 2018 (contract)

- I utilized Design Thinking strategies to transform legacy systems into cloud-based software, helping launch a new generation of automated radio broadcasting systems responsible for billions in revenue.

General Assembly - UX Design Fellow, 2017 - 2018

RECOGNITION

- Certified "Design Thinking Practitioner" through IBM Enterprise Learning Platform.
- Managers choice award "Envisioning the future & elevating design work by facilitating feedback."
- Success in mentoring and helping others pivot and or grow into their design careers.

SOFT SKILLS

- Advocate for psychological safety practices that promote a positive culture of critique.
- Adaptable, charismatic and delivery-focused with the intent to champion team morale.

HARD SKILLS

Design Thinking | UX Research | Wireframing | Prototyping | Testing | Stakeholder Engagement |
Heuristic Evaluation | Data synthesis | Ideation | Ai augmentation | Competitor Analysis | Figma