Alton Jenkins

Product Designer • Ai + UX

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I'm a full-service Product Designer who leverages AI & Design Thinking methodologies to accelerate research, ideation and execution across complex platforms, enterprise environments, cloud computing spaces and beyond.

Experience + Impact

Cloudflare - Senior Product Designer, 2024 -2026

• Through rigorous iteration & consistent cross-functional partnership, I delivered net-new features and end-to-end enhancements throughout our sophisticated network infrastructure.
• I utilized AI tools to accelerate exploration, synthesize research and merge with engineering frameworks, to help transform our platform into a more approachable & competitive experience.
• Contributed to our design system by establishing shared patterns, principles, and goals across products and use cases.

Apple - Product Designer, 2022 - 2023 (Contract)

• I identified strategic opportunities for the future of Apple Wallet Access by analyzing business trajectories, synthesizing internal and external research, and evaluating the competitive landscape.

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, improving 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.

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 | UXR | Wireframing | Prototyping | User testing | Stakeholder engagement | Heuristic evaluation | Data synthesis | Ai augmentation| Figma | Claude | ChatGPT