

Jim Silverman • Enterprise Product Designer

# I untangle complex systems to make work feel **simple**.

For the past 15 years, I've driven design strategy for complex enterprise software ecosystems. From modernizing legacy CRMs to integrating Agentic AI, my focus is turning chaotic systems into cohesive workflows that drive measurable business efficiency.

As a hands-on individual contributor, I balance product strategy, complex system design, and team mentorship.

**Core Skills** • Enterprise Platforms • CRM Ecosystems • Design Leadership • Rapid Ideation & Prototyping • Service Mapping • UX Strategy • Agile & Lean UX • Generative AI Integration • Stakeholder Engagement • Mentorship

## Work Experience

### Lead UX Designer at ADP

Mar 2022 – Present | Roseland, NJ (Remote)

- Crafted the next generation vision for talent management by defining end-to-end user journeys, establishing scalable frameworks, and partnering closely with product leadership to modernize core workflows.
- Led redesign of global CRM platform used by 18,000+ customer service reps, improving efficiency and customer satisfaction through a Salesforce-based platform and human-centered Generative AI integration.
- Led cross-functional teams through design-thinking exercises, strategy sessions, and workshops, fostering collaboration and alignment across departments to ensure project success.
- Architected end-to-end service blueprints and high-fidelity systems to transform ambiguous requirements into scalable, data-driven solutions.
- Mentored team members, championing the adoption of new tools, techniques, and processes to foster skill development and a culture of continuous improvement.
- Facilitated strategic alignment across product, engineering, and business leadership, leading cross-functional workshops to drive consensus and accelerate the development cycle.

## **Lead UX Designer at UKG**

Aug 2021 – Mar 2022 | Lowell, MA (Remote)

- Led the UX strategy and integration of acquired software into the core product suite, aligning into a unified enterprise ecosystem.
- Created long-term roadmap for platform consistency and usability to support scalable growth and future-proof the design ecosystem.

## **Senior UX Designer at Prosight Specialty Insurance**

Apr 2018 – Aug 2021 | Morristown, NJ (Hybrid)

- Led transformation of agent platform to reduce support calls via self-service tools, real-time data, and enhanced reporting.
- Shaped the product roadmap by translating research and complex business requirements into actionable enterprise design strategies.
- Designed an automated self-service platform for quote generation and policy issuance, driving process efficiency and business scalability.

## **Product Designer at SPS Commerce**

Nov 2015 – Dec 2017 | Little Falls, NJ

- Led UX design for collaborative analytics dashboards in retail SaaS.
- Designed internal Extract, Transform, Load system troubleshooting tool to streamline support.

## **Design Team Lead at Fareportal**

Apr 2013 – Oct 2015 | New York, NY

- Spearheaded UX strategy for a cross-disciplinary team, overseeing travel platforms serving hundreds of thousands of daily users.
- Led the responsive redesign of CheapOair, doubling mobile conversion.

## **Mobile UX Designer at Usablenet**

Jul 2011 – Mar 2013 | New York, NY

- Delivered mobile designs for clients in eCommerce, travel, and hospitality.

## **Education**

**The College of New Jersey** • BA: Interactive Multimedia Dec 2008

**IDEO U** • Human-Centered Service Design Feb 2020

**Anthropic** • AI Fluency Framework & Foundations Nov 2025