Jay Peterson

Product Designer / Design Platform Engineering

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I build and maintain a React platform where designers use AI tools to prototype, review, and hand off work in code.

Experience

Principal Product Designer & Platform Engineer

JPMorganChase | Dec 2023 - Present

- Built and maintain Commerce Center's full React and TypeScript codebase, a shared app for 30+ contributors to prototype and test merchant experiences.
- Shifted from Figma handoffs to delivering versioned, working code. Built the process behind 40+ engineering handoffs across the design team.
- Built AI agents and playbooks for GitHub Copilot and Claude Code, plus tools for design QA and research.
- Lead code review and releases. Integrated seven of the first eight release batches and wrote Git training for designers and integrators.
- Led design and testing for self-service POS ordering and device management. Used AI with three engineers and a product partner to bring ordering to 80% completion in 10 days.
- Designed recurring billing and merchant navigation, plus a shared transaction detail view across payment rails.

Senior UX Designer

Lumen Technologies | Dec 2020 - Nov 2023

- Supported CenturyLink's v4 mobile app and shaped the v5 vision. Used analytics and A/B testing to align account experiences across web and mobile.
- Designed self-service for saved payment methods and appointment management.
- Extended Quantum Fiber's live checkout for new offers and equipment. Validated reusable purchase patterns with customers.

Senior UX Designer (Banking Officer)

M&T Bank | Apr 2019 - May 2020

- Redesigned online bank transfers across devices. In testing, customers were more confident about where their money was going.

UX Designer

Fujifilm | Sep 2016 - Apr 2019

- Led UX for the Walmart Photo Kiosk and A/B tested a new photo selection flow.

Education

Rochester Institute of Technology

New Media / Game Design & Development | 2011 - 2016

Skills

Product & UX Design

End-to-End Product Design
Product Direction
Interaction Design
User Flow Design
Information Architecture
High-Fidelity Prototyping
Responsive Web Design
Design System Integration
Component Design
Design Pattern Libraries

AI & Design Tools

AI Agents & Skills
AI-Assisted Development
GitHub Copilot
Claude Code (CLI)
Figma
Figma MCP
Jira & Confluence MCPs

Research & Collaboration

User Research
Usability & A/B Testing
Usage Data Analysis
Research Tooling
Cross-Team Alignment
Workshop Facilitation
Requirements & Scoping
Data & Access Mapping

Platform & Delivery

Prototyping in Code
React & TypeScript
Front-End Development
Git, GitHub & Bitbucket
Code Review & Integration
Peer Reviews
Release Management
Engineering Handoff
Git Training & Playbooks
Design QA Tooling
Repository Tooling
Design Tokens