Jeremy Pike

UX & Product Leader

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Pie Insurance

UX Manager
June 2019 - Present

Manage day-to-day operations, story writing, resource allocation, hiring, and compensation for a UX Team of three, located locally and remote

Support a range of designers - principal to asssociate - with technical skill development and career growth

Guide Product and Engineering Leadership Teams to strategize short-term and long-term initiatives based on quantitative and qualitative data, and user reseach

Lead the UX and UI design for Pie's foundational applications including both agency (B2B2C) and direct (B2C) to consumer business models

Lead the UX data architecture efforts to normalize the data set between quote flow submissions and API submissions, resulting in a cleaner, repeatable business flow from application to policy

Increased agency quote flow question set 3x to facilitate higher auto decisioning while improving conversion rate from 66.3% to 84.3%

Designed a single-page underwriting rating application that resulted in a 3x time per submission savings for underwriting team members and enabled Pie to scale and support a run rate of $180M in premium

Repeatedly recognized for top performance through multiple promotions and selection for high-priority initiatives during two year tenure

i3 Logix

UX/UI Designer
July 2018 - June 2019

UX/UI Designer for a proprietary in-home healthcare scheduling application; responsible for improving information architecture, work flows, user efficiency, and unifying UI patterns across the suite of internal and external software applications on the mobile platform

Initiated MVP design and development as a member of the Product Team to increase app functionality over the next five years; rapid iteration, enhancements based on user feedback, and frequent releases with the goal of iteratively improving key business metrics

Lead routine meetings with business partners and key stakeholders to gather business requirements and acceptance criteria, review proposed designs, and communicate observed user behavior

Open Technology Solutions

UX/UI Engineer
April 2017 - July 2018

Lead UX/UI Engineer for a consortium of financial institutions; responsible for UX research, ADA accessibility, UI design, and FE development

Developed UX Team process and procedures, managed day-to-day operations, hiring, and yearly budgeting for a UX team of four, located locally and overseas

Managed WCAG 2.0 Level AA accessibility remediation cross consortium; organized audit results, prioritized violations and reviewed code changes for a team of off-shore developers

Met routinely with product owners, stakeholders, and OTS management, to give updates on in-flight UX/UI projects and communicate blockers

Broadnet Teleservices

Creative Services Manager
July 2010 - March 2017

Responsible for all creative assets across company websites, apps and marketing materials; managed day-to-day operations for a team of three

Managed UX/UI design for a large-scale, responsive web application (Vekeo) used by Members of Congress and their constituents; provided end-to-end design and remained hands-on through development; updated UX/UI post-launch based on user behavior

Repeatedly recognized for top performance through fast-track promotions and selection for high-priority initiatives during 7 year tenure