Paige McNamara-Pittler

San Francisco, CA

pmcnamarapittler@gmail.com
(415) 845-5441
Portfolio
https://www.linkedin.com/in/paigemcnamarapittler/

ABOUT

Creative and strategic UX Designer with a proven track record of transforming customer experiences through innovative design, robust research, and data-driven solutions. With a background at JP Morgan Chase in Affluent and Mass Affluent credit card UX, I excel in delivering high-quality, user-centered products that meet complex business needs.

EXPERIENCE

JP Morgan Chase & Co, *Product Designer*

2022-Current

- Spearheaded UX enhancements for the **Chase Sapphire Reserve®,** achieving a 15% increase in digital engagement and a 20% improvement in customer satisfaction scores.
- Designed and launched the **Credit Card Welcome Experience**, projected to attract ~300,000 new users monthly, driving increased user satisfaction and mobile wallet adoption.
- Championed the **Chase Freedom Rise® initiative**, enabling 150,000+ users to build credit, with 30% progressing to premium products.

Itron, Lead UX Designer

December 2021 – April 2022

- Designed an internal risk-calculating application that improved task efficiency by 30% and reduced error rates by 15% through streamlined user flows and micro-interactions.

GATC Health & Naturals, Design Consultant

Fall 2016 – Summer 2019

- Developed site maps, user flows, and prototypes, leading to a 40% increase in user retention and a 25% reduction in bounce rate.

EDUCATION

USC – Iovine and Young Academy
M.S. Arts, Technology, Business
Minor Applied Analytics
GPA 4.00
Class of 2025

Washington State University
B.A. Digital Technology and Culture
Minor Computer Science
GPA 3.70
Class of 2021

SKILLS

Design
Visual Design, Front-End Development, Motion Graphics, Video

User Experience
Prototyping, Wireframing, User Research, Usability Testing, Design Thinking

Tools
Adobe Creative Suite, Figma, Blender, Python, JavaScript (Vue.js), HTML/CSS, SQL, PHP, MongoDB, Microsoft Suite, Notion, React, Swift, Jira

AWARDS

Sacred Heart Cathedral Preparatory - *Awarded to the top graduating student in the Art & Design department for exceptional creativity and contribution.* (2018)

National Honors Society- Washington State University (2021)

Design Excellence Award - *Recognized by JP Morgan for outstanding UX contributions to the Chase Sapphire and Freedom Rise projects (2024)*

Certified Professional in Accessibility Core Competencies (CPACC) – IAAP (2024)

LANGUAGES

English (Native), Spanish. Greek (Proficient