

Lewis Wilson

Senior Product Designer

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SUMMARY

Senior Product Designer with 15+ years creating user-centered digital experiences across healthcare, fintech, and enterprise platforms. Expert in designing interfaces in Figma with strong technical fluency in HTML, CSS, and JavaScript—ensuring designs are both beautiful and buildable. Specializes in design systems, accessibility, and bridging design and development through clear communication and detailed specifications.

EXPERIENCE

UX Designer

Wrench Group

Mar 2025 – Present (5 months)

Design cohesive digital experiences for Wrench Group's portfolio of home services brands using Adobe Experience Manager. Collaborate with cross-functional teams to create responsive web interfaces and design system components that maintain brand consistency and accessibility standards across multiple franchise websites.

- Created component library specifications used across 20+ brand websites
- Designed AEM templates reducing page build time by 60%
- Ensured WCAG 2.1 AA compliance through detailed design annotations

Sr UI Designer

Spencer Health Solutions, Inc.

Jun 2022 – Nov 2024 (2 years 6 months)

Led comprehensive UX/UI design for smart medication dispensing ecosystem including hardware UI, companion mobile app, and web platform. Redesigned core product experience from unboxing to daily use, creating high-fidelity prototypes in Figma that informed development. Developed comprehensive design system with detailed specifications for patient-facing and healthcare provider platforms.

- Designed medication adherence tracking dashboard with technical specifications for developers
- Created patient onboarding flow reducing setup time from 15 minutes to 5 minutes
- Developed accessible UI components meeting WCAG 2.1 AA standards for elderly users
- Built design system reducing development time for new features by 40%
- Collaborated with engineering team to ship 12+ production features through agile sprints

UX Designer

Humana

Aug 2021 – Jun 2022 (11 months)

Designed post-COVID return-to-workplace solutions including native app and responsive web platforms. Created interactive prototypes in Figma with detailed annotations for development teams. Optimized internal communication tools and employee onboarding workflows through user-centered design.

- Designed health screening kiosk interface used by 10,000+ employees
- Created responsive conference room booking system with detailed specifications
- Implemented accessible form patterns improving completion rates by 25%

UI Lead

Truist

Dec 2019 – Aug 2021 (1 year 9 months)

Led UX/UI design during historic BB&T; and SunTrust merger, focusing on digital banking transformation. Spearheaded design of critical credit application flows for checking, savings, credit cards, and HELOC products. Developed comprehensive design system ensuring seamless customer experience across merged platforms. Collaborated closely with development teams using HTML/CSS knowledge to create technically feasible designs.

- Designed responsive credit card application reducing abandonment by 35%
- Created design system with 50+ reusable component specifications
- Implemented WCAG 2.1 AA compliant form patterns for loan applications
- Led design for 3 major product launches during COVID-19 pivot to digital

Senior UX Designer

BB&T;

Jun 2012 – Dec 2019 (7 years 7 months)

Designed responsive web applications for financial services platforms using Agile methodology. Created wireframes and high-fidelity prototypes in Adobe XD and Sketch with detailed specifications for development teams. Leveraged HTML and CSS knowledge to create developer-friendly designs and communicate technical constraints.

- Designed component library used across 50+ banking products with detailed documentation
- Led responsive redesign of BBT.com serving millions of customers
- Created design specifications reducing developer questions by 40%
- Worked in 2-week sprints providing ongoing design support to development teams

Creative Director

BB&T;

Apr 2008 – Jan 2012 (3 years 10 months)

Directed creative vision and user experience strategy for BBT.com and subsidiary websites. Led comprehensive front-end redesign initiative in 2012, modernizing the digital banking platform with responsive design principles. Established design standards and guidelines while managing cross-functional teams.

Web Designer

BB&T;

Nov 1999 – Apr 2008 (8 years 6 months)

Designed digital banking platforms and customer-facing web applications with focus on usability and accessibility.

Sr. Designer

IBM

Oct 1996 – Nov 1999 (3 years 2 months)

Multidisciplinary design role spanning presentation, graphic, and web design.

EDUCATION

Rochester Institute of Technology

BFA, Illustration • 1992 – 1995

Studied Illustration and Design with early exposure to digital tools including early Macintosh computers and Photoshop.

SKILLS

Design Expertise: Figma • Adobe XD • Adobe Creative Suite • Sketch • InVision • User Research • Wireframing • Prototyping

Technical Fluency: HTML5 • CSS3 • JavaScript (working knowledge) • Design Systems • Responsive Design • Adobe Experience Manager

UX Specialties: User-Centered Design • Information Architecture • Interaction Design • Usability Testing • Design Thinking

Accessibility & Standards: WCAG 2.1 Compliance • Inclusive Design • ADA Standards • Cross-browser Testing

Methodologies: Agile/Scrum • Design Sprints • Iterative Design • Cross-functional Collaboration