

Josh Berman

Sr. UX Designer

Learn more
or get in touch

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Professional Experience

United Airlines

Senior UX Designer (Contract), Aug 2021–Current
I lead UX design efforts for projects within the Cargo and Corporate Sales business verticals for United Airlines. I guide business and technical teams through the design process for complex enterprise tools and I advocate for and apply user-centric methodologies that hone and clarify project and product goals. Ultimately, I produce thoughtful design solutions that meet the needs of business stakeholders and specialized user groups.

Intouch Solutions

UX Strategist (Contract), Mar 2020–May 2020

UX Strategist (Full-time), May 2020–Aug 2021

Intouch Solutions is a full service marketing agency for pharmaceuticals companies. I scoped and led UX strategy, research, and execution for a number of multi-disciplinary internal project teams. I collaborated closely with my teams to craft thoughtful experiences that deliver on marketing objectives and serve user needs. I balanced a variety of client projects, developed and pitched thoughtful project plans, and executed quality work within tight constraints. In addition to client work, I led UX research, strategy, and interaction design for Intouch's internal design system tool.

United Airlines

Product Designer (Contract), May 2019–Mar 2020

I led UX design efforts for the Trip Management pod where I implemented United's new design system and optimized our existing workflows to better serve user needs and organizational goals. I actively sought out quantitative and qualitative data to guide and validate decision-making and collaborated with stakeholders in various verticals throughout the design process. I worked on both the mobile application and responsive website.

Fuzzy Math

UX Designer (Contract), Jan 2019–Apr 2019

Over a 12 week contract with this UX design consultancy, I worked on 4 client projects. I produced intuitive user experiences through a rigorous design process, collaborating with clients and teammates to solve complex enterprise challenges. I delivered and supported qualitative user research, competitive analyses, process flows, journey maps, concept sketches, interaction design, wireframes, and client presentations.

Designation

UX Designer, Apr 2018–Oct 2018

Over the course of this intensive 24-week experiential education engagement, I gained proficiency in a variety of design tools and processes. I learned to apply these tools situationally to efficiently and effectively identify and solve for user needs for clients including:

Vacation Fund, an employee-benefit program offering employer-matched vacation savings. We enhanced Vacation Fund's onboarding process and crafted a social user engagement experience to foster a culture of travel.

Chicago Design Museum, a cultural institution with an emphasis on making design accessible to the local community. We transformed an exhibit built for professional designers into an engaging experience for teens through a mobile app that delivers age-appropriate content within the museum context.

Skills

UX strategy
Wireframes
Prototypes
High-fidelity comps
Digital accessibility
Semantic order
User interviews

Journey & process maps
Usability testing
Communication
Presentation
Client management
Leadership
UX writing

Tools

Sketch
Marvel
InVision
Axure
Omnigraffle

Keynote
Powerpoint
Jira

Education

McGill University

Sept 2012–June 2016

Bachelors of Arts in
Latin American and
Caribbean Studies.

First Class Honors.

**National Outdoor
Leadership School**

Sept 2011–Oct 2011

30-day trek in the
Indian Himalaya.

Awards & Leadership

McGill University

**President of Caribbean & Latin
American Studies & Hispanic
Studies Students' Association**

2015–2016

Most Outstanding Departmental President
Most Outstanding Collaborative Event

2013–2014

Most Outstanding New Collaborative Event
Most Improved Small Departmental Association

Quidditch Co-Captain

Sept 2013–April 2014

Languages

Spanish, advanced proficiency