

Urszula Warszawa

Experienced Product Designer focused on creating seamless and human centered experiences to develop innovative solutions that integrate new and evolving technologies.

ujwarszawa@gmail.com
linkedin.com/in/urszulawarszawa
201.674.7007

EXPERIENCE

Lead Product Designer, AI Experience Design at J.P. Morgan

New York, NY | Jan 2024 – Present

Lead human-centered design in collaboration with the Machine Learning Center of Excellence to deliver scalable AI/ML solutions firm-wide that serve over 10,000 frequent users.

- Evaluate AI/ML opportunities and identify high-impact use cases, such as a news distribution platform that is used by internal investment bankers and reputation risk analysts.
- Bridge the gap between model capabilities and business needs by closely collaborating with cross-functional teams made up of developers, engineers, and analysts to understand technical potential, and with end-users to surface unmet or unspoken needs.
- Develop scalable design systems adopted across the firm, accelerating delivery timelines by 20% of next-gen AI products.
- Drive design across multiple products while managing roadmaps, deliverables, and timelines to ensure user satisfaction and timely execution.
- Lead, manage, and mentor associate designers to ensure vision and task alignment, support technical development, and run workshops and training.

Senior Product Designer, Global Research at J.P. Morgan

New York, NY | Mar 2020 – Dec 2023

Spearheaded the design of robust research data products, harnessing big data and AI to enable professionals to make smarter, faster, and more informed investment strategies.

- Collaborated with AI/ML engineers utilizing NLP, LLMs, sentiment analysis, and entity recognition to accelerate data insights for end-users.
- Managed end-to-end design processes — from research and wireframing to prototyping — delivering user-centered solutions, including a dataset platform that allows users to explore, register and manage datasets.
- Published internal articles and championed best practices through speaking engagements, advancing design excellence across the organization.

Product Designer at Ascensia Diabetes Care

Valhalla, NY | Jun 2017 – Mar 2020

Led UX design for wearable biotech and mobile health interfaces supporting people with diabetes and care providers.

- Conducted usability testing to IEC 62366, medical device usability standards, including formative and summative sessions.
- Created wireframes, user flows, and personas for mobile apps, blood glucose meters, and CGM devices.
- Improved design documentation processes, reducing development time by 30% and improving cross-team alignment.

EDUCATION

Syracuse University Bachelor's in Industrial Design

Industrial and Interaction Design Major

UX Design Certification from General Assembly

CERTIFICATIONS

Articulating Design Decisions from Tom Greever

Influence through Storytelling from Pragmatic Institute

Force for Good from JPMorgan

SKILLS

Interaction Design • Workshop Facilitation
Spec Handoff • Wireframing • Prototyping
User Research Methodologies • Personas
User Journey Mapping • Visual Design
Accessible Design Principles • UX Strategy
Design Systems • Roadmap Prioritization
Mentorship • LLM • NLP • Agile

TOOLS

Design

Figma • FigJam • Adobe Creative Suite

Research

UserTesting • UserInterviews • Qualtrics
SurveyMonkey • Respondent

Management

JIRA • Monday • Slack • Confluence