

Dan Owens

Senior UX / Product Designer, Enterprise Systems

Open to Contract or Contract-to-Hire

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Senior UX and product designer specializing in improving complex enterprise systems that already operate at scale and cannot afford disruption. Experienced in clarifying multi-system workflows, designing durable interaction models and delivering incremental improvements without disrupting existing systems.

Core Strengths

- Complex workflow simplification (regulated environments)
- Clarifying ambiguous product requirements into executable interaction models
- Cross-system interaction design and information architecture
- Pattern reuse and scalable interaction models
- Close collaboration with product, engineering and operations teams

Professional Experience

Wells Fargo

Senior Product Designer (2020 to 2025)

- Led interaction design for a large-scale alerts platform spanning dozens of alert types across multiple account categories and backend systems, simplifying rule-driven financial workflows into clear customer experiences.
- Partnered closely with product, engineering and research to define scope, prioritize enhancements and deliver durable solutions at scale.
- Established reusable interaction patterns across account types, reducing duplicated design effort and enabling faster alert feature rollout.

Bank of the West

Senior UX Designer (2015 to 2020)

- Designed administrative and customer-facing workflows for financial products operating under strict compliance and operational requirements.
- Applied early design system principles to improve consistency and reuse across teams and products.
- Collaborated with product owners and engineering partners to evolve workflows incrementally while supporting long-term product evolution.

Bank of America

Interaction Designer (2006 to 2015)

- Led interaction design for complex, multi-channel financial experiences across desktop, mobile web and messaging platforms.
- Designed interaction models coordinating state, eligibility and user actions across multiple backend services.

- Worked across functions to translate regulatory and operational requirements into usable interfaces.

E*TRADE

Senior Information Architect (2000 to 2005)

- Designed internal and customer-facing tools that consolidated data from multiple legacy systems into intuitive, usable interfaces.
- Improved efficiency and accuracy for customer service teams by reducing cross-system fragmentation.
- Partnered with engineering and operations to ensure designs reflected system realities and constraints.

Additional focus

Design systems thinking, pattern reuse and scalable interaction models for complex product environments.

Tools

Figma, Jira, Prototyping, Agile/Scrum, Axure

Education

University of California, Berkeley: Bachelor of Arts (BA) in Art Practice