

Dan Owens

Senior Product & Interaction Designer, Enterprise Systems

dan.owens@danowens.com | www.danowens.com | [linkedin.com/in/dan-owens-design](https://www.linkedin.com/in/dan-owens-design)

Senior product and interaction designer with more than 20 years of experience improving complex enterprise systems. I simplify multi-system workflows, clarify ambiguous requirements and create interaction models that product and engineering teams can execute. My work spans customer-facing applications, internal tools, mobile platforms and design systems, primarily within large regulated organizations.

Core Strengths

- Complex workflow and systems simplification
- Interaction design and information architecture
- Requirements clarification and solution definition
- Prototyping for alignment, testing and delivery
- Reusable patterns and design-system application
- Product, engineering and stakeholder collaboration

Professional Experience

Wells Fargo

Senior Product Designer | 2020–2025

- Led interaction design for the modernization of a large-scale alerts platform spanning the mobile app, subscription management and outbound email.
- Created a scalable mobile subscription model supporting more than 50 alert types across 13 account categories, with consistent behavior across accounts and delivery channels.
- Partnered with product, content, research and engineering teams from early concept development through usability testing, detailed design and implementation.
- Contributed to the enterprise design system through component design and QA, Android visual-quality review, pattern documentation and issue triage with designers and engineers.

Bank of the West

Senior UX Designer | 2015–2020

- Designed customer-facing and administrative workflows for account opening, lending and operational products within regulatory and platform constraints.
- Created end-to-end prototypes and journey maps to identify workflow problems, align stakeholders and guide improvements to vendor-hosted platforms.
- Partnered directly with product owners, researchers, engineers and vendors to translate requirements into detailed, buildable interaction designs.
- Created reusable Sketch components and interaction patterns based on coded interfaces, improving consistency and accelerating design for new workflows.

Bank of America

Interaction Designer I 2006–2015

- Designed complex financial experiences across desktop, responsive web, mobile and SMS, including account opening, lending, enrollment and account-management workflows.
- Led interaction design across concurrent initiatives involving product, engineering, research, visual design and business teams in multiple locations.
- Built detailed Axure prototypes for stakeholder alignment and usability testing, using conditional logic, variables and responsive layouts to represent realistic system behavior.
- Produced wireframes, flows and functional specifications that clarified requirements, edge cases and implementation behavior for development teams.

E*TRADE

Senior Information Architect I 2000–2005

- Designed customer-facing and internal financial tools that unified data and workflows across legacy, proprietary and third-party systems.
- Served as the sole interaction designer for a customer-service platform spanning more than 200 screens and multiple operational systems.
- Worked with product, operations and engineering teams to define requirements, structure workflows and account for technical and operational constraints.
- Produced wireframes and prototypes that guided front-end development, backend integration and QA across phased releases.

Selected Independent Work

AI Governance Prototypes I 2026

- Designed working prototypes exploring how people review, guide and override automated systems through escalation, confidence, policy and resource-allocation controls.
- Extended established enterprise interaction-design methods into agent oversight, operational decision support and user-controlled automation.
- Designed the concepts in Figma and used AI-assisted development workflows to build and publish functional React and TypeScript prototypes through GitHub.

Tools and Methods

Design and prototyping: Figma, Axure, Sketch

Product delivery: Jira, Agile/Scrum, design documentation and QA

Prototype implementation: GitHub, React, TypeScript and AI-assisted development workflows

Education

University of California, Berkeley

BA, Art Practice