Dan Owens

Senior Product & Interaction Designer, Enterprise Systems

Open to Contract or Contract-to-Hire

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Senior product and interaction designer specializing in improving complex enterprise systems that operate at scale and cannot afford disruption. Experienced in clarifying multi-system workflows and translating ambiguous requirements into executable interaction models. Works closely with product and engineering teams to deliver incremental improvements within real system constraints.

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
- Embedded collaboration with product and engineering teams

Professional Experience

Wells Fargo
Senior Product Designer (2020 to 2025)
- Simplified rule-driven financial workflows into clear, actionable customer experiences within regulatory and operational constraints.
- Designed and iterated on a large-scale alerts platform spanning dozens of alert types across multiple account categories and backend systems.
- Developed reusable interaction patterns across account types, enabling consistent behavior and faster rollout of new alerts while working directly with product and engineering teams.

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.
- Worked directly with product and engineering teams to clarify requirements and evolve complex workflows within regulatory and platform constraints.
- Applied early design-system principles to improve consistency and reuse across workflows and interface components.

Bank of America
Interaction Designer (2006 to 2015)
- Designed interaction models for complex, multi-channel financial experiences across desktop, mobile web and messaging platforms.

- Helped align product, engineering, and business requirements across large-scale initiatives with multiple dependencies.
- Created prototypes, wireframes and functional specifications to communicate interaction models and support implementation.

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.
- Worked directly with engineering and operations to ensure designs reflected system realities and constraints.

Tools
Figma, Jira, Axure, Prototyping, Agile/Scrum

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