

# 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 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