

JULIAN MERCER

UX DESIGNER

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PROFESSIONAL SUMMARY

UX Designer with 8+ years simplifying complex enterprise and consumer workflows through research, interaction design, and iterative validation. Turns behavioral evidence and business constraints into accessible experiences that improve completion, adoption, and confidence.

PROFESSIONAL EXPERIENCE

Senior UX Designer Adobe, San Jose, CA

Jul 2022 - Present

- Led end-to-end design for an asset-review workflow used by 180,000 teams, reducing approval completion time 32%.
- Synthesized 46 interviews and product telemetry into four opportunity areas adopted in the annual product strategy.
- Prototyped and tested permission concepts across three rounds, improving first-attempt task success from 61% to 89%.
- Partnered with Engineering on accessibility acceptance criteria, closing 94% of priority WCAG findings before launch.
- Facilitated design critiques and mentored three designers, improving decision documentation and cross-team reuse.

UX Designer Atlassian, Sydney, Australia

May 2019 - Jun 2022

- Redesigned Jira issue creation for 76,000 enterprise teams, increasing successful first-session setup 18%.
- Mapped administrator journeys across seven products, revealing handoff gaps that reduced support contacts 21% after redesign.
- Created research plans, wireframes, and interactive prototypes for 14 quarterly discovery initiatives.
- Established usability scorecards that gave Product and Design one comparable view of release readiness.
- Co-designed analytics events for six critical journeys, connecting qualitative findings to post-launch behavior.
- Presented evidence and trade-offs in monthly product reviews, accelerating decisions on two contested workflows.

Product Designer Dropbox, San Francisco, CA

Aug 2016 - Apr 2019

- Designed sharing and recovery flows that improved file-restoration success 16% across mobile and web.
- Ran diary studies with 28 distributed teams, shaping collaboration improvements later adopted by 3.2M users.
- Contributed interaction patterns and content guidance to a design system used by six product groups.
- Audited responsive prototypes with engineers before handoff, reducing avoidable implementation revisions 25%.

CORE SKILLS

User research | Interaction design | Wireframing | Prototyping | Usability testing | Information architecture | Journey mapping | Figma | Design systems | Accessibility | Product strategy | Research synthesis | Workshop facilitation | Analytics

EDUCATION

B.F.A. in Interaction Design, Savannah College of Art and Design, Savannah, GA

CERTIFICATIONS

Nielsen Norman Group UX Certification | IAAP Accessibility Fundamentals