Megan Marshall

UX Designer ⦿ Boston, MA

Strategic UX Designer skilled in design strategy, problem framing, and user-centered innovation. Passionate about simplifying complex systems through research, journey mapping, and iterative design.

EDUCATION

Deque University

Accessibility (WCAG) Certificate

2025

eCornell

UX Design Certification

2021

East Carolina University

B.S in Finance

2014 - 2018

SKILLS

Design & Research

UX Research & Testing | Wireframing | Interaction Design | Journey Mapping | Prototyping | Information Architecture | Problem Framing | Service Design

Collaboration & Strategy

Product Strategy | Stakeholder Communication | Cross-Functional Leadership | Agile & Lean UX | Enterprise Solutions | Business Acumen

Tools & Systems

Figma | Miro | Jira | Balsamiq | Designs Systems | Accessibility and Inclusive Design

CONTACT

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E-mail
meganmarshalldesigns@gmail.com

Portfolio
meganmarshall.design

WORK EXPERIENCE

TIAA - Senior UX Designer | B2B Financial Services   06/2023 - Current

- Lead UX strategy and execution for product experiences, collaborating with product, engineering, and business teams to drive user-centric solutions.

- Conduct UX research, leveraging qualitative and quantitative insights to refine workflows, improve financial services experiences, and inform product decisions.

- Partner with stakeholders to translate research insights into actionable recommendations, aligning business goals with user needs.

- Establish and facilitate an iterative design process, integrating rapid prototyping and usability testing to validate design solutions pre-launch.

- Contribute to the design system, ensuring consistency and scalability across digital products.

Elsevier - Lead UX Designer | Nursing & Health Education   04/2022 - 06/2023

- Led design strategy for a cross-functional team, defining the product vision and roadmap in collaboration with product managers and engineers.

- Conducted in-depth user research, leading to a redesigned learning experience that increased student engagement and retention.

- Identified and addressed onboarding inefficiencies, streamlining the process and reducing implementation time by 30%.

- Facilitated cross-functional workshops and research presentations to align teams on user needs and insights.

Sisco Safety - Technology Manager   07/2019 - 10/2021

- Spearheaded the end-to-end implementation of a company-wide service management platform, consolidating multiple processes into one seamless workflow.

- Designed and executed a scalable training and onboarding strategy, driving successful adoption across departments.

- Integrated API-driven reporting solutions to enable real-time tracking and improve operational efficiency.

Sisco Safety - Finance Manager   06/2018 - 10/2021

- Developed financial models for accurate forecasting and job costing, improving business decision-making.

- Established a new collections process that resolved 90% of overdue accounts, enhancing financial stability.

- Provided strategic insights through financial analysis, collaborating with leadership on business planning and process optimization.