Steven Jeppesen
Senior Product Designer

801.726.4617
steven@stevenjeppesen.com
linkedin.com/in/stevenjeppesen
stevenjeppesen.com

Senior Product Designer specializing in designing enterprise SaaS platforms at scale, including Cisco's 500M-user Webex ecosystem and Overstock's partner network serving 1000+ merchants. Patent holder for AI-driven personalization systems that delivered 10%+ revenue lift. Expertise in design systems architecture, cross-functional leadership, and translating complex technical requirements into scalable, user-centered solutions. Skilled at navigating ambiguity through mixed-methods research and strategic design thinking to drive platform-wide impact.

CORE EXPERTISE

Enterprise SaaS Design | Design Systems & Platforms | AI/ML Integration | User Research & Testing | Cross-Functional Leadership | Interaction Design | Figma/Adobe XD | Accessibility (WCAG 2.2 AA) | Inclusive Design | A/B Testing & Analytics

EXPERIENCE

2021

Cisco Systems - Webex | Senior UX Product Designer

September 2021 – October 2025

Design Systems & Platform Leadership

- Define UX vision and scalable design systems architecture for Webex Control Hub, a global SaaS admin platform serving 500M+ users across 190+ countries, establishing design patterns and component libraries adopted by 15+ product teams
- Contribute to platform-level component libraries and interaction patterns that maintain consistency across admin tools, mobile apps, and web interfaces while supporting diverse use cases and international markets
- Drive cross-functional collaboration across 8+ product teams to ship complex features from concept to production, balancing user needs with technical constraints and business objectives

AI-Powered Search & Discovery

- Designed global search experience for Control Hub from zero-state to AI-enhanced discovery, achieving 4,500+ daily searches (15% of active admins) and 65% click-through rate—2.3x above industry benchmark for enterprise admin tools
- Led end-to-end search product design through user research (interviews, usability testing), prototyping, and validation, then partnered with ML engineers to integrate AI capabilities that improve admin efficiency and content discoverability
- Established search analytics framework and conducted iterative A/B experiments via UserTesting.com to optimize interaction patterns, resulting in measurable improvements to task completion and user satisfaction scores
- Partner with research teams to plan and execute mixed-methods studies combining qualitative interviews with quantitative analytics, validating design decisions and measuring feature impact across global admin workflows

Feature Design & Adoption

- Shipped lobby customization feature driving rapid adoption: 124 organizations and 250+ admin-configured lobbies within first month, scaling to 3,500+ user-created lobbies through intuitive configuration workflows
- Designed end-to-end admin-to-end-user journeys that leverage behavioral data and preferences to create personalized experiences, connecting administrators with relevant tools while maintaining platform consistency

2018

Overstock.com | Senior UX Product Designer

April 2018 – September 2021

AI/ML Product Innovation (Patent Holder)

- Co-invented and patented AI-powered personalized recommendation system (US Patents: US-11544653-B2 & US-20200401976-A1) that identified high-impact catalog opportunities, delivering 10%+ sales lift through intelligent content discovery and dynamic product surfacing
- Collaborated with data science teams to design recommendation algorithms and success metrics, translating complex ML outputs into intuitive merchant-facing tools and customer experiences

Enterprise Platform & Design Systems

- Led UX strategy for enterprise SaaS platform serving 1000+ retail partners, designing end-to-end merchant experiences for product listing, catalog management, and multi-channel commerce operations
- Transformed supplier portal through comprehensive design system implementation, achieving 50% improvement in user efficiency and platform consistency by establishing reusable components, patterns, and design tokens that reduced development cycles 40%
- Established design system governance and component documentation that scaled across multiple product domains while maintaining flexibility for diverse merchant workflows

EXPERIENCE CONTINUED

Overstock.com continued

Research & Experimentation

- Pioneered new A/B testing methodology in partnership with product and data science teams, solving critical measurement challenges where previous approaches optimized for incorrect KPIs based on user context and feature scope
- Built user research practice combining qualitative interviews with quantitative platform analytics, surfacing insights that informed roadmap decisions affecting thousands of partners and millions of customers
- Drove 80% improvement in product attribute quality and 10% sales increase through data-driven enhancements guided by user research and targeted catalog updates

Design Leadership

- Led and mentored design team across multiple product domains, establishing critique culture and design excellence standards while scaling consistent experiences across enterprise platform
- Designed and facilitated comprehensive user testing programs (in-person and remote) for each product release, validating interaction patterns and measuring satisfaction to optimize platform usability
- Established weekly design critique practice and design system office hours, creating forums for cross-team collaboration that improved design consistency and reduced rework by 30%

2015 ● NICE inContact | Senior Interaction Designer

August 2015 – April 2018

- Served as sole lead designer for agent-facing applications within cloud-based contact center platform serving 2,000+ enterprise customers globally, defining interaction standards and visual language across 8+ product modules
- Led 6-month research and design initiative to define omnichannel and multichannel interaction patterns—pioneering industry-first unified agent workspace that increased agent efficiency 40-60% and improved first-contact resolution by 300%, directly supporting the companies $1B merger with NICE
- Executed user testing and field studies in enterprise contact center environments, validating interaction patterns and measuring satisfaction to optimize product-market fit and feature adoption
- Created high-fidelity interactive prototypes and design specifications that aligned cross-functional stakeholders from executives to engineering, facilitating clear communication of design vision and technical requirements
- Developed comprehensive style guides and interaction specifications enabling consistent implementation across multiple product lines and development cycles

EDUCATION

Utah State University
Bachelor of Fine Arts, Graphic Design