Jamila Harbin

Product Designer · Experience Design · AI Integration

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TOOLS & TECH

Figma

Adobe Creative Suite

Claude API

Make.com · Zapier

HTML / CSS / JavaScript

JIRA · Scrum

UserZoom

CERTIFICATIONS

Interaction Design
Nielsen Norman Group · 2015

HTML5 & CSS3
Emory Continuing Studies · 2013

Qualitative Research
UserZoom · 2025

EDUCATION

Savannah College of Art & Design
B.F.A., Graphic Design

RELEVANT VOLUNTEER EXPERIENCE

48in48
Accessibility Auditor

EXPERIENCE

Founder & Web Designer

Harbin Digital LLC · May 2023 – Present

- Design and build web presences for solo service businesses (lawyers, coaches, consultants), built around how clients actually book, apply, or inquire.
- Diagnose the credibility gap between a business's current site and where the business has grown, then rebuild around it.
- Designed an AI-assisted lead qualification system, including system architecture and a consultant-facing review interface, scoring inquiries across four evaluation dimensions.
- Applied prompt engineering with the Claude API and automation across Make.com, Zapier, and Dubsado, mapping intake from inquiry to qualified response with a human reviewer in the loop.

Experience Designer (US Bank, Contract)

Synergis · Jan – Dec 2025

- Led experience design for products supporting car dealerships conducting business with U.S. Bank across the U.S.
- Collaborated with development, product, and business stakeholders to refine product requirements and strategy.
- Translated design system specifications into UX designs in Figma, delivered to the development team.

Product Designer

Shopify · Jan 2021 – May 2023

- Launched Shopify sales channels in partnership with product teams, achieving a minimum 4.5-star customer rating.
- Designed order fulfillment workflow improvements that laid the foundation for Shop Promise, driving a 25% increase in merchant sales conversions.
- Contributed to the Polaris design system, supporting 20 internal design teams and 3,000+ Shopify partners.

Senior UX Designer (Promoted 2×)

Hexagon Safety and Infrastructure · May 2013 – Dec 2020

- Designed interfaces for real-time decision-making grounded in user data and critical workflow analysis.
- Conducted user research with U.S. public safety agencies; software supports over 1 billion people.
- Key contributor to the HxGN OnCall Portfolio design system, ensuring visual cohesion across 30+ products.

CORE COMPETENCIES

UX / User Experience Design	UI / Visual Design	Design Systems	Information Architecture
User Research	Usability Testing	UAT / User Acceptance Testing	Competitive Analysis
Accessibility / ADA Compliance	Prompt Engineering	QA / Quality Assurance	AI-Assisted Design