

Jeff Muller

Lead / Principal UX Designer – Enterprise & Platform Systems

Johnston, RI

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Summary

Lead / Principal UX Designer with 13+ years of experience leading complex, high-constraint design work across enterprise, SaaS, financial services, and legacy systems. Specializes in creative problem solving under technical and organizational constraints modernizing legacy platforms, unifying fragmented products, and designing scalable UX systems. Strong systems thinker who partners closely with engineering, influences stakeholders, and establishes design standards in regulated environments.

Core Expertise

Enterprise & Legacy System UX • Platform & Modular UX Architecture • Creative Problem Solving Design Systems & Governance • Financial & Technical Software • Cross-Functional Leadership Vendor & Stakeholder Management • UX Strategy & Validation

Experience

Lead UX Designer, Vice President

State Street – GlobalLink Digital | Boston, MA | 2021 - Present

Lead UX designer for GlobalLink Digital, a mission-critical financial platform supporting complex workflows across global markets.

- Defined and executed UX strategy to consolidate 5 legacy financial platforms into a unified enterprise system, reducing user workflow complexity and supporting \$300M in annual transaction volume across global markets.
- Leveraged creative problem solving for legacy constraints, translating outdated technology and fragmented workflows into modern, usable experiences without disrupting critical operations.
- Established a platform wide design system and pattern library used by internal teams and external vendors.
- Defined UX standards and governance models for third-party vendors, ensuring consistency, Section 508 & WCAG accessibility, and scalability.
- Informed C Suite executives on building a modern product team. Partnered with engineering teams to design modular, reusable components that integrate with legacy State Street technology.
- Influence product direction by identifying systemic issues and driving platform-level solutions.

Senior UX Designer

CSG (Formerly Kitewheel) | Boston, MA | 2018 - 2021

Senior UX designer for a web-based IDE used to design and orchestrate complex customer experiences.

- Solved complex workflow and interaction challenges through system level thinking and creative problem solving.
- Led design sprints, lean UX, and hypothesis-driven design in highly ambiguous problem spaces.
- Collaborated closely with engineering to design modular React components balancing flexibility and usability.
- Translated abstract journey and orchestration concepts into usable tools for technical and non-technical users.
- Designed an analytics tool which accounted for 30% of revenue growth.

Senior UX Design Consultant

Integrated Computer Solutions (ICS) | Waltham, MA | 2012 - 2018

- Led UX efforts on complex systems across medical devices, industrial IoT, automotive, and embedded software.
- Structured and managed design engagements, defining scope, deliverables, timelines, and success criteria.
- Applied creative problem solving to safety-critical, regulated, and technically constrained environments.
- Clients included HP, Siemens, ZOLL Medical, NFL, Bad Robot, Interscope, and Def Jam.

Education

B.F.A., Industrial Design
University of Kansas

Achievements

Product of Year 2011 • Proven designs through revenue generation • Built & guided product development teams

Tools

AI 'Vibe coding' • Axure • Axure • HTML/CSS/JavaScript (working knowledge) • Adobe Suite