

Milan Gary

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EXPERIENCE

JPMorgan Chase & Co. — VP Lead UX Researcher

Wilmington, DE | February 2024 - PRESENT

Cultivate cross-functional partnerships with product, engineering, and executive leadership to align design strategy with overarching business goals.

Identify strategic research opportunities to champion user-centered initiatives, enhancing overall product vision and customer experience.

Execute mixed-methods research studies to generate actionable customer insights, facilitating strategic alignment through collaborative stakeholder workshops.

IDEO — Senior Design Researcher

Remote | August 2021 - November 2023

Directed end-to-end design research initiatives across multi-disciplinary project teams.

Conducted ethnographic and evaluative studies to synthesize complex user needs into actionable recommendations for clients.

Facilitated high-impact workshops that established cross-team alignment and drove scalable, actionable product strategies.

Columbia University — UX/UI Design Instructor

Remote | March 2022 - September 2022

Delivered over 280 hours of instruction to 22 adult learners transitioning into technology careers.

Developed comprehensive curricula covering human-centered design, product strategy, interaction design, and front-end development.

Samsung NEXT — UX Design Researcher

New York, NY | September 2019 - August 2021

Led generative and evaluative studies to define core target audiences and identify growth opportunities.

Designed and executed usability testing and moderated research to translate qualitative and quantitative data into key product enhancements leading to the creation of the Samsung Health app.

Produced core research deliverables including user archetypes, personas, and annotated experience maps, to empower product and design decisions.

EDUCATION

Parsons School of Design, The New School

Master of Fine Arts, Design + Technology

The George Washington University

Bachelor of Fine Arts & Art History

Cornell University

Certificate: Business Analytics

SKILLS

Strategy & Product Impact

Product vision, research roadmapping, opportunity mapping, business alignment, executive storytelling

Design & Research

Qualitative, quantitative, generative, evaluative, usability testing, persona development, journey maps, wireframes/prototyping

Operations & Tools

Figma, Miro, Dovetail, Qualtrics, UserTesting, Claude, CoPilot

Collaboration & Teamwork

Workshop facilitation, stakeholder alignment, cross-functional partnership, mentorship, teaching

AWARDS

Digital Culture & Audiovisual Challenges |

Corfu, Greece, 2019

Dean Merit Scholarship | Parsons School of

Design, 2017-2019

President Scholarship Award | Parsons School of

Design, 2017-2019

Presidential Scholar in the Arts | The George

Washington University, 2012-201

Gold Medal Winner | National Scholastic Art &

Writing Awards. 2012

LANGUAGES

Spanish