

ROB STOUTENBURG

Senior UX Designer | Senior Product Designer

Remote worldwide opportunities | South Florida

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PROFILE

Senior UX and Product Designer with 15+ years of experience simplifying enterprise software and customer journeys in insurance, logistics, travel, mortgage lending, and healthcare. Connects user research with information architecture, interaction design, and prototypes that product and engineering teams can build. Currently designing enterprise knowledge and delivery experiences at State Farm. Seeking fully remote UX and product design work with location flexibility.

CORE EXPERTISE

UX strategy • User interviews • Workflow analysis • Information architecture • Interaction design • Journey mapping • Wireframes • Prototyping • Usability testing • Responsive design • Design systems • Cross-functional collaboration

EXPERIENCE

State Farm | Senior UX Designer

November 2023 - Present

- Lead UX design for enterprise knowledge management and Product Delivery Hub experiences, connecting discovery, technical resources, and delivery workflows.
- Translate employee interviews and workflow analysis into personas, journeys, navigation, and requirements for accessing and sharing knowledge.
- Design central hub, dashboard, and inline-search experiences that connect employees to documents, community discussions, and relevant resources.
- Shape tacit-knowledge handoffs around responsibilities, decisions, risks, and successor needs to preserve expertise during transitions.
- Create low- and high-fidelity prototypes and partner with product, engineering, and stakeholders to refine designs and align implementation with user needs.

Norfolk Southern | Senior UX Designer

October 2022 - September 2023

- Designed responsive Transit Performance, Profile Management, and Storage Guarantee experiences for logistics customers.
- Transformed dense operational data into filters, summaries, and detail views for on-time performance, dwell times, lane comparisons, and storage charges.
- Used heuristic evaluation, usability testing, competitive analysis, and journey mapping to guide iterative improvements with product teams and stakeholders.

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United Airlines | Senior UX Designer

August 2022 - September 2023

- Redesigned the refund journey across desktop and mobile, clarifying eligibility, submission, confirmation, and post-submission status.
- Combined user interviews, journey mapping, and policy analysis to identify friction and translate policy-heavy requirements into clearer steps.
- Created wireframes, interactive prototypes, and UI specifications; incorporated usability feedback and aligned direction with business stakeholders.

Maxwell | Senior Product Designer

January 2022 - June 2022

- Led design for a mortgage point-of-sale product from ideation through launch, supporting borrowers and loan officers.
- Used interviews, surveys, competitive research, and personas to address paperwork, navigation, and inconsistent application updates.
- Prototyped and tested application, document upload, verification, and signing workflows, with an emphasis on clear steps and mobile use.
- Partnered with product and engineering on responsive design, document verification, eSign integration, and loan-data updates.

EARLIER EXPERIENCE

PWV | Creative Director | Jun 2021 - Dec 2021

MediTract / symplr | Senior UX Designer | Feb 2020 - Jul 2021

Envision Physician Services | Lead UX Designer | Aug 2019 - Dec 2019

Adaxa Technologies / United Healthcare | UX/UI Designer | Feb 2016 - Feb 2019

Allied | UX/UI Designer | Feb 2014 - Feb 2016

Connexx | UX Designer | Oct 2008 - Jan 2014

TOOLS & TECHNICAL FLUENCY

Figma, Sketch, Axure, Adobe XD, Adobe Creative Suite, Miro, Mural, Confluence.

HTML, CSS, JavaScript, React, Bootstrap, PHP. Agile product development and developer handoff.

EDUCATION & LANGUAGES

Quinnipiac University, Hamden, CT | Political Science, 2002

Languages: English and Dutch