

Jennifer Bove

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Design Leadership Skills Summary

Head of Design with extensive experience leading **design strategy, design research and execution** across **digital & physical products and services** for consumers and enterprise. Strong operational leader with deep **empathy, collaboration and problem solving** skills, known for building and growing high-functioning teams. Highly skilled in **design management, mentorship and evangelism**. Excellent **cross-functional partnership, strategic planning & facilitation skills**.

Experience

Salesforce / VP, UX & Product Design, Salesforce.org

JULY 2021 - PRESENT, , NEW YORK CITY

Lead design for the social impact hub of Salesforce, building products that empower non profits and educational institutions to connect with others and impact their communities.

Capital One / Head of Design, Business to Business Payments

NOVEMBER 2019 - FEBRUARY 2021, Head of Design, Treasury

Management, FEBRUARY 2017 - NOVEMBER 2019. NEW YORK CITY

Led experience design for all digital products and services across Capital One's Treasury Management and Commercial Card businesses. Created and scaled integrated product design practice from 4 to 40 across design, design ops and research. Oversaw practice development, recruiting and growth, resourcing, experience strategy, research and design delivery. Partnered cross-functionally to establish objectives & key results , drive experience strategy, and deliver value for both clients and Capital One.

Fjord / SVP, Group Design Director

AUGUST 2014 - FEBRUARY 2017, NEW YORK CITY

Led design practice for Fjord NY, Accenture's Design & Innovation Unit. Headed a team of 60+ designers across visual design, interaction design, content, research and creative technology, including 6 direct reports and 3 layers of management. Drove initiatives to ensure quality of work, grow design and innovation practice, and foster a culture of collaboration and critique. Partnered with Fortune 100 clients, and Accenture & Fjord leadership to shape projects and deliver human-centered service and product design solutions across a wide array of industries including healthcare, financial services, and telecommunications.

GE / Director, Brand Design

MARCH 2013 - AUGUST 2014, NEW YORK CITY

Collaborated with GE's businesses to set and execute a vision for great brand experiences, including a global brand refresh for GE's \$47b brand, then ranked 6th in the world. Partnered internally and externally to extend GE's brand from character through to visual expression and communication design. Delivered additional brand value through internal and external design projects including design strategy for GE's global employee experience, GE's design system, and interaction design for the Cooper Hewitt Pen.

Kicker Studio / Co-founder, Managing Director

AUGUST 2008 - MARCH 2013, SAN FRANCISCO

Co-founded and led boutique design agency specializing in natural interfaces for (then) emerging technologies using gesture and voice. Managed company operations and business development, led client account relationships, and executed research and interaction design to deliver new product concepts for clients including IBM, Intel, Samsung, Microsoft and Darpa. Co-founded, curated, and led Device Design Day Conference to discuss trends at the intersection of industrial and interface design.

HUGE / VP, User Experience

NOVEMBER 2007 - DECEMBER 2008, NEW YORK CITY

Head of UX, managing an international team of 40 designers, researchers and strategists. Responsible for business development, project scoping, design strategy, project leadership and oversight, recruitment, mentorship and team growth. Led engagements for clients including Jet Blue, Reader's Digest, Disney, Nutrisystem and the city of New York

Education

Interaction Design Institute Ivrea / Masters, Interaction Design

College of William & Mary / Bachelors, English and French

Teaching & Volunteering

CCA / Senior Lecturer

2011 -2013, SAN FRANCISCO

SVA / MFA Interaction Design Faculty

2009 -2011, NEW YORK CITY

IXDA / Interaction Awards Founding Co-chair

2010 -2013, SAN FRANCISCO

IXDA / Interaction 10 Conference Co-chair

2009 - 2010, SAN FRANCISCO
