

EMILY PORTER

Principal UX Designer of
Enterprise & Product Systems

SUMMARY

Principal Product Designer with 20+ years of experience leading complex B2B and enterprise initiatives from discovery through delivery. Trusted to operate autonomously, align cross-functional stakeholders, and deliver scalable workflow solutions within legacy and technical constraints. Combines systems thinking, front-end fluency, and operational maturity to produce usable, resilient experiences.

CORE CAPABILITIES

- Enterprise UX Strategy
- Stakeholder Alignment & Cross-Functional Leadership
- Complex Workflow Design
- AI-Supported Product Experiences
- Design Systems & Scalable Patterns
- Accessibility & Inclusive Design

TECHNICAL FLUENCY

- HTML/CSS
- Figma
- Adobe Suite
- AI-assisted workflows (ChatGPT, Gemini, Claude)

CONTACT

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PROFESSIONAL EXPERIENCE

Principal User Experience Designer

Sabre | 2017 – Present

- Lead end-to-end UX strategy and execution for complex B2B platform initiatives, operating as primary design authority across cross-functional teams.
- Align product, engineering, and business stakeholders around cohesive experience direction within highly regulated, legacy-constrained enterprise environments.
- Translate rigid backend constraints into intuitive workflows, preserving usability despite immutable APIs and inconsistent data structures.
- Lead UX design for AI-powered enterprise support chatbot initiatives, reducing reliance on manual support channels and increasing voluntary user feedback.
- Drive scalable design consistency across high-impact product areas while mentoring designers and maintaining hands-on ownership of strategic initiatives.

Senior User Experience Designer

Tonic3 | 2016 – 2017

- Led UX design for Lennox International enterprise application, advancing post-discovery concepts through detailed execution and client handoff.
- Rebuilt trust within a strained client engagement by developing direct stakeholder relationships and translating feedback into aligned design direction.
- Contributed to Citi's "Test and Learn" innovation initiatives, rapidly concepting and prototyping experimental service offerings to evaluate viability.

Senior User Experience Designer

Citi | 2013 – 2016

- Designed enhancements for Citi's native mobile banking application, balancing legacy infrastructure constraints with modern usability expectations in a highly regulated financial environment.
- Led UX for "Product Configurator," enabling customers to enroll in multiple digital services through a unified experience, reducing friction across banking touchpoints.
- Contributed to Citi's "Test and Learn" innovation initiatives, rapidly concepting and prototyping experimental service offerings to evaluate viability and customer value.
- Collaborated across distributed product and engineering teams (onshore and offshore) to deliver secure, customer-facing financial experiences at global scale.

Senior Web Designer

Travelocity | 2011 – 2013

- Designed and coded revenue-driving web pages and microsites to support digital marketing initiatives.
- Improved conversion performance through close stakeholder collaboration and adherence to accessibility and brand standards.

Additional Experience

- Interactive Specialist, Trinity River Vision Authority 2010
- Online Marketing Specialist, Balcom Agency 2008–2010, 2013
- Creative Designer / Customer Support Manager, Rassai Interactive 2005–2008
- Creative Designer, New Media Gateway 2004–2005

EDUCATION

Art Institute of Dallas

AAS, Multimedia & Web Design, 2004. 3.8 GPA, Dean's List