

# JENNIFER SILVERNIGHT (LASH)

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I bridge the gap between complex AI logic and intuitive user experience. I have spent my career as a UX Product Designer thinking through user needs, features, and flows—but I was always dependent on a dev team to make them real. Now, I build them myself. I specialize in creating Custom AI Agents that don't just "chat," but actually perform research, manage workflows, and execute tasks. Because of my UX background, the agents I build aren't just functional—they are designed to be seamless, logical, and easy for humans to interact with. Whether you need to automate a messy manual process or build a research engine to free up your creative time, I design the brain AND the experience.

## QUALIFICATIONS

- Product Strategy Ownership
- Product Roadmap Management
- AI Tool Evaluation
- Design Thinking
- UX Strategy Development
- Stakeholder Collaboration
- AI Integration
- User Research
- User-Centered Design
- Data-**informed** Decision Making
- User Stories Creation
- KPI Monitoring Analysis

## DIGITAL TOOLS

Figma · Proto.io · Adobe Creative Suite · Claude · ChatGPT · Gemini · Dovetail · Miro · Jira · Google Analytics · HotJar · Canvas  
· Monday.com · Confluence · Slack

## PROFESSIONAL EXPERIENCE

### AI Solutions Architect & UX Product Consultant – Scottsdale, AZ (Remote)

June 2020 – Present

- Deployed a proprietary UX Research Agent featuring automated qualitative and quantitative synthesis and built-in validation
- Engineered an end-to-end AI e-commerce pipeline automating documentation, listings, and social media marketing
- Define product visions and overhauls digital ecosystems, bridging intuitive front-ends with scalable, AI-enhanced backend systems
- Selected Clients: Blue Cross of California, Celltrion, Rauxa, OEM Agency, Gorton Studios, Headframe Minerals.

### University Lecturer & Module Leader, Solent University

Sept 2022 – Sept 2024

- Module leader and lecturer for a Bachelor's degree program serving 90+ students
- Designed curriculum focused on problem-solving, execution, and professional readiness
- Mentored students on research rigor and delivery excellence
- Managed vendor contracts, procurement, budgets, and timelines

### UX Product Manager, Juice Pharma Worldwide — New York, NY

Feb 2017 – June 2020

- Led bi-coastal UX teams across NY and SF
- Integrated product management and research-driven practices
- Facilitated stakeholder workshops and strategic roadmapping
- Oversaw delivery of enterprise-scale UX initiatives
- Clients: Merck, Novartis, Pfizer, Aventis Pharma, Alkermes

### Lead User Experience Architect, J. Walter Thompson — New York, NY

May 2015 – Aug 2016

- Developed product strategies aligned to research and business goals
- Led cross-disciplinary teams delivering award-winning work

### User Experience Product Lead, Freelance

March 2010 – May 2015

- Led discovery and UX strategy for global brands
- Delivered end-to-end product documentation
- Clients: FedEx, Oreo, Barclays, Emirates

## AWARDS

Cannes Lions 2016 · 2 Webby Awards 2017 ·

## EDUCATION

**A.A. Computer Programming**

Raritan Valley Community College

**M.A. Special Effects Prosthetics**

Falmouth University