

Jamie McAtee

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SUMMARY

Senior UX leader with 15+ years in enterprise UX, specializing in complex operational environments. I lead research-driven teams that get in front of real users and translate what they find into design that actually works. Known for inspiring designers and researchers to do their best work, I build teams that earn the trust of product and engineering — and deliver measurable results. My background spans aerospace, insurance, and enterprise software.

EXPERIENCE

Senior UX Manager — [Aflac](#), Remote

January 2025 – Present

Leading UX on the company's current highest-priority program, with earlier responsibility for a second high-priority initiative. Directly leading 7, including a design manager and research manager, and stepped up to steady a broader team of 17 through a five-month director vacancy.

- **High-Priority Product Initiative:** Leading UX for a strategic growth program targeting a new market segment, driving cross-functional alignment and securing team commitment to user testing to validate the solution before build.
- **Research-Led Design:** Established a research-grounded design process on the company's highest-priority growth initiative, building team practices around validation and testing that earned strong cross-functional trust and engagement.
- **AI-Driven Transformation:** Led the adoption of AI-augmented prototyping tool across the full team of 17 designers and researchers, reducing designer prototype production time by 90%.
- **Financial Impact:** Partnered with finance and procurement to identify \$162k in misallocated spend and tool savings through contract renegotiations, and negotiated multiyear vendor agreements reducing annual research software costs by \$60k.
- **Talent Development:** Invest in growing designers and researchers into bigger roles — coaching on portfolios, advocating for advancement, and developing people whose work has gone on to earn promotions and new opportunities.

Senior UX Manager, Connected Enterprise — [Honeywell](#), Atlanta, GA

January 2021 – December 2024

- **Revenue Impact:** Led UX for the \$13.6M Asset Performance Management portfolio (top NPI revenue), scaling research adoption to achieve SUS scores in the 80s across core product UIs.
- **Cross-Functional Leadership:** Aligned Product, Engineering, and Design teams across multiple divisions to deliver cohesive experiences on complex industrial platforms.
- **Talent Pipeline:** Built and led a mixed team of up to 8 designers and researchers, launching a UX internship program that brought fresh perspectives to experimental projects and established a future hiring pipeline.
- **Global DesignOps:** Drove global DesignOps expansion across divisions, streamlining UX processes and accelerating time-to-market through agile methodologies.

DesignOps Lead, Connected Enterprise — [Honeywell](#), Atlanta, GA

July 2020 – January 2021

Recognized the growing design org had no operational backbone and proposed creating the DesignOps Lead function to fill it, achieving a 50% design tool cost reduction and defining UX job roles and career paths across the global team.

UX Manager / Technical Product Owner, Aerospace — Honeywell, Atlanta, GA

April 2018 – July 2020

Led UX strategy, program management, and cross-functional delivery for complex operational tools used in high-stakes field environments, managing a team of up to 9 across a \$1.3M project budget.

- **Engine Health Monitoring:** Directed a maintainer-centered program to modernize legacy engine data management for business aviation. Secured on-site contextual research access at 4 customer sites and organized team immersion with field service engineers and an engine manufacturing facility before designing anything. Shipped a web and mobile application reducing engine data access time from 1 hour to 10 minutes per aircraft, deployed in alpha with 5 Challenger 300 customers.
- **Research-Driven Delivery:** Championed iterative follow-up customer visits post-launch to validate usability and close the loop between field reality and product decisions.
- **Emerging Tech:** Guided AR and blockchain prototypes in aerospace ecosystems, delivering working proofs of concept for future program integration.

Sr. UX Researcher, Aerospace — Honeywell, Atlanta, GA

November 2016 – April 2018

- **Pilot Tools Research:** Independently led UX research for the flight-planning engine, website, and iPad EFB application. Ran on-site research with 11 business aviation pilots using parallel usability testing and open-feedback methods, introducing a frequency-and-impact prioritization framework that gave the product team a defensible basis for what to fix first.
- **Team Growth:** Played a key role in scaling Honeywell's UX organization, mentoring emerging talent during a period of rapid team expansion.

Earlier Career —

Senior UX Designer, Deloitte · Expert Interaction Designer, Turner Broadcasting · Sr. UX Designer, SBC Systems · Sr. UI Designer, Manhattan Associates

Delivered UX design across enterprise software, broadcasting, and consulting environments, building a foundation in complex system design and cross-functional collaboration.

EDUCATION

Master of Science, Human-Computer Interaction Design

Indiana University, Bloomington, IN

Bachelor of Science, Journalism / Online Media

University of Florida, Gainesville, FL

COMMUNITY LEADERSHIP

IxDA Atlanta Co-Organizer — 17 years · Community of 3,000+ design professionals

Served as Lead Local Leader for 3.5 years, currently serving as Treasurer. Curating "The Changing Landscape of UX" speaker series, bringing industry leaders to Atlanta to explore emerging trends in design and technology.

SKILLS

UX Strategy · User Research · Design Facilitation · Enterprise Design Systems · Accessibility (WCAG 2.2) · AI-Augmented Design Workflows · Agile & Scrum · Budget Management · Figma · UserTesting · Dovetail