



Scott Jacobs

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Work

FM Global

Senior Product Designer (Contract) | 2025 - Present | Remote

- + Designed UX/UI for RoofNav and DART web apps, supporting FM Approvals' \$100M annual product certification business
- + Redesigned RoofNav's data maintenance experience around the complex relationships within roofing assemblies, creating a more flexible and scalable workflow for FM engineers
- + Partnered with Product Owners, engineers, and stakeholders to improve workflows supporting 300+ internal users and translate complex business requirements into intuitive product experiences
- + Established DART's design foundation by bringing consistency to a fragmented UI through a reusable Figma component library and standardized interaction patterns, enabling faster and more scalable design iteration

Kessel Run

Lead Product Designer | 2019 - 2025 | Boston, MA / Remote

- + Designed personnel management products adopted by Air Force users across 68 military bases globally, expanding adoption to the Pentagon and significantly reducing workload for flight line management
- + Led product design across the full lifecycle, conducting onsite and remote research, facilitating workshops and design discussions, and partnering with cross-disciplinary teams to turn user needs into shipped products
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- + Helped evolve KRUI, Kessel Run's unified Design System, by developing reusable components, standardizing patterns and naming conventions, expanding documentation, and partnering across the organization to drive adoption
- + Mentored emerging designers and helped prepare them to independently lead their own projects

IDEMIA

Product Designer | 2017 - 2019 | Billerica, MA

- + Led UX/UI design across state-wide ID issuance product suite
- + Reduced identity fraud by enhancing biometric matching and face forensic features for DMVs and law enforcement
- + Led design projects across entire product lifecycle, working on cross-disciplinary teams
- + Conducted onsite/remote research with DMVs nationwide
- + Developed and implemented consistent design standards and patterns

Pavlok

Product Designer / Project Manager | 2017 | Boston, MA

- + Designed onboarding flow for Pavlok's sleep feature, used by 100,000+ habit changers

Skills

Product Design

UX/UI Design
Enterprise SaaS
Complex Workflow Design
Information Architecture
Interaction Design
Problem Definition
Responsive Web Design
Design Systems
Scalable Product Design
Design Audits
UX Modernization
Usability Testing
Wireframing
Interactive Prototyping
Cross-functional Collaboration
Mentoring

AI & Tools

AI-Assisted Product Design
Human-AI Interaction
AI Feature Design
Figma
Framer
Claude
ChatGPT

Education

Pivotal Labs

2019 | Cambridge, MA

Lean, Agile, UCD

Florida State University

Tallahassee, FL

B.S. Advertising

Passion Projects

Boston ITWP

2022 - Present

Rebranded league
Create merch
Manage socials