

Jesse Trippe

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I design software for complicated work. I help teams make sense of the roles, rules, and handoffs behind healthcare, logistics, and financial systems. I bring product direction, research, design systems, and code to the work, from early exploration through production.

EXPERIENCE

Cityblock Health / Lead product designer

2023–present

- Lead design for the care delivery platform supporting Medicaid and Medicare members, balancing clinical needs and technical constraints across primary care, behavioral health, and social services.
- Led a three-year product vision that guided investment in member data reliability and AI-assisted care.
- Lead shared design-system work across design and engineering. Established a company-adopted measure of component usage, connected design libraries to coding tools, and expanded ownership through designer rotations.
- Design AI-assisted research tools with source citations and verification controls. Bring user feedback into release decisions and contribute production fixes after launch.

Carta / Senior product designer

2021–2023

- Led design for the Public Markets responsive web platform and helped define near-term priorities and longer-term product direction.
- Designed and tested stakeholder communication workflows that let public-company administrators select and review recipients using current equity data, replacing exports to separate tools.

Amazon · Explore / Senior UX designer

2019–2021

- Owned the customer web experience and guide mobile app for live remote experiences, covering streaming, media sharing, and in-session purchases.
- Led experience design for the expansion from private to more affordable group sessions. Used customer and guide feedback to improve checkout, connection recovery, and controls for guides working outdoors.

Amazon · Last Mile / Senior UX designer

2016–2019

- Led design for delivery-partner tools spanning driver scheduling, fleet monitoring, and payment reconciliation. Conducted field research and tested coded prototypes in North America and the UK.
- Mentored designers on a six-person team, extended shared interface patterns, and partnered with engineering and operations on phased releases and adoption.

Coyote Logistics / Senior product designer

2011–2016

- Led a six-person design team for a B2B freight platform, from research through deployment. Recruited, hired, and mentored five designers and front-end developers.
- Built a design system, CSS framework, and accessible HTML templates. Oversaw and contributed to mobile apps for carriers, customers, and internal teams.

Obama Reelection Campaign / Front-end developer & designer

2011

- Built and maintained donation and signup forms, resolved front-end issues, and collaborated on Barack Obama's responsive Tumblr site.

EDUCATION

School of the Art Institute of Chicago

BFA, Visual Communication / 2007

Washtenaw Community College

Associate Degree, Visual Communication & Photography / 2004