

A.J. Kandy

Senior Designer, User Experience & Accessibility

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About

Dedicated and seasoned Senior User Experience (UX) Designer and Accessibility Evaluator with 15+ years of experience, leading the design of enterprise applications, financial platforms, and business-to-consumer (B2C) facing websites, alongside various other tools. Highly skilled in creating wireframes and screen flows, orchestrating visual design systems, and optimizing information architecture. Adept in creation and implementation of content strategies, crafting interactive components, and delivering optimal user experiences.

Experience



Senior User Experience & Accessibility Designer

Bank of America

Feb 2025 – August 2026

I worked at Bank of America in both the internal-facing Enterprise Experience Design (EXD), and public-facing Experience Design groups.

My first project was on the Multi-Factor Authentication (MFA) Remediation team. My role involved user experience, usability, interaction design, wireframing and prototyping in Figma; WCAG 2.2 compliance analysis using both automated and manual testing, front-end code inspection, research and writing; Jira ticket creation, stakeholder communication and collaboration, and working with our team's dedicated front-end developers. We identified over 270 issues, of which over 150 have been remediated and code improvements were shipped, with the remainder scheduled for future development cycles.

Next, I worked on the public-facing Digital Accessibility Project. I worked on multiple Web investment interfaces for Merrill Lynch and Private Banking, including holdings, asset allocation, gains / losses, and position details views, all of which required sophisticated data table redesign for simplicity.

This project required intense collaboration with line-of-business stakeholders, subject matter experts, accessibility advisors, designers, and both internal and external engineers.



Freelance UX Consulting Remote

August 2023 – February 2025

Freelance UX consulting for various clients, career mentoring, advising, and Figma design systems work.



Senior User Experience Designer Central States Funds / TeamCare

Feb 2023–Aug 2023

Customer Relationship Management (CRM) system revamp at the Teamsters pension and healthcare provider.

- Conducted usability and user acceptance testing
- Conducted and participated in regular cross-functional team meetings to understand the problem space and gain consensus on solutions
- Standardized interactions and simplified flows
- Created a common visual design system with interactive components in Figma
- Delivered a complete set of clickable prototypes, showing the proposed revamp priorities over a series of iterations.



Senior User Experience Designer Cubeler Business Hub

Feb 2022–Nov 2022

Cubeler is a B2B financial and networking services startup from Tenet Fintech. This project took the web application from beta to launch.

- Defined the look and feel of the web experience, adapting a partial design system that had been created by an outside agency, into a complete Figma-based design system
- Provided preliminary CSS for typography and colors to the development team
- Worked out complete application form flows, with necessary fields, validation methods, success and error states, using FigJam
- Designed the signup and onboarding experience for different user types, using light personas (users, managers, administrators, lenders)
- Helped to manage a kanban style task system alongside the Director of UX
- Mentored junior designers



Senior User Experience Designer ATB Financial

Nov 2021–Feb 2022

Contract role with ATB Financial, a major bank based in Alberta. Redesign of commercial loan financing UIs for agricultural equipment purchases.

- UX evaluation
- Writing recommendations
- Wireframe design



Senior User Experience Designer

10up, Inc.

May 2021 – Jul 2021

Contract role with 10up, a specialty WordPress design agency.

- Usability Evaluation
- Writing recommendations
- Wireframe design



Senior User Experience Designer

Hitachi ID Systems (now Bravura Security)

Feb 2017–Feb 2021

- Lead UX role in enterprise IT software company.
- First implementation of a design system and style guide to modernize the UI.
- Introduced user-centric design practices to an enterprise IT software company with a strong engineering culture
- Coached team on accessibility improvements including ARIA and WCAG compliance
- Outlined a Material-based design system / component library
- Created wireframes using Balsamiq for screen redesigns and new feature development
- Collaborated with internal team and end-customer project managers to develop custom UI features



Senior User Experience Designer SMART Technologies

May 2015–Jan 2017

Redesign of the Support and Training sites for SMART, the Calgary-based manufacturer of SMARTboard systems for education and business. Worked there until the company was acquired by Foxconn in 2017.

- Primary designer and information architect, working with a cross-functional team of coders, the documentation team, support staff, visual designers, and the VP of Customer Experience
- Mapped existing sites and navigation for analysis
- Performed comparative studies of industry equivalent sites to gauge what structures and navigation elements would be most familiar to users
- Performed usability evaluation of existing sites
- Conducted team-led interviews with multiple end-users from different categories, to create representative personas to guide the design process
- Conducted mind-mapping and feature prioritization sessions with the internal team
- Performed user acceptance sessions with prospective designs
- Delivered final sets of wireframes and clickable screenflows for the coding team to implement

Education



BA, Communication Studies / English

Concordia University, Montreal

1990-1997

- Screenwriting, storyboarding, film, sound, and television production
- Activities and societies: CRSG Radio, The Link (newspaper)

Skills

- Interaction Design
- Information Architecture
- Usability
- Accessibility (WCAG compliance)
- Visual Design
- Flowcharts
- Data Tables
- Data Visualization
- Wireframes & Mockups
- HTML & CSS
- User Research
- UX Writing / Copywriting

Software

- Figma / FigJam
- Photoshop, Illustrator, InDesign
- Affinity Suite (Photo, Designer, Publisher)
- Microsoft Office

Languages

- English (native fluent)
- French (professionally fluent)