

AI-Assisted Credit Application Design

RETAIL CREDIT | 2025

I initiated and led a UX–Engineering sprint to test reusable components, workflow definitions, and AI-assisted prototyping. In seven development days, our team demonstrated 11 of 13 workflows across 60+ UI pages.

My role

Initiated the experiment, established the primary design direction, wrote workflow stories, and facilitated the team’s scope and daily decisions with Engineering.

Pivotal decision

When the last two workflows disrupted working screens, I guided the team to stop at 11, protect the demonstration, and openly present its limitations.

At a glance

7 development days	11 / 13 workflows demonstrated	60+ UI pages	3–6 mo Engineering estimate
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Result and limits

A working front-end demonstration and findings presented to Product, UX, Engineering, and leadership. The engineering comparison was an estimate, not measured time saved. No production release or user-validated outcome is established.

Further context

I subsequently completed the remaining workflows independently, adapted the approach across specialty desks, self-checkout, and assisted registers, then proposed broader Credit service improvements.

Full case study: schumacherux.com/case-checkout-credit-application.html

Point of Sale System Retirement

ENTERPRISE TRANSFORMATION | 2021–2022

I helped clarify a complex specialty checkout system's dependencies and align partners around a workable retirement direction, rather than reproducing every legacy function in a replacement.

My role

Led systems mapping and cross-team workshops using existing product information and partner expertise; helped organize capabilities for assignment to product groups.

Pivotal decision

Separate legacy capabilities by their proper product owners. Coupon support exposed a critical ownership gap that could not simply be removed from the user experience.

At a glance

50+ stakeholders & partners	16 participating teams	~6 mo my involvement
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Result and limits

Most capabilities were assigned to product groups for epic and story planning. My recollection suggests roughly 80–90% ownership resolution, not implementation completion. The retirement was unfinished when my involvement ended.

Further context

The \$35M+ estimated annual sales supported was business context, not attributable savings. Coupon ownership remained a material unresolved risk.

Full case study: schumacherux.com/case-pos-retirement.html

Mapping the Credit Experience Journey

EXPERIENCE STRATEGY | RECENT WORK

A fragmented Credit experience needed clearer shared direction. Building on a journey-mapping initiative led by the Payments UX Principal, I shaped a Vision House and facilitated partner sessions that brought decisions into focus.

My role

Synthesized research and partner feedback, authored the Vision House and reusable discussion template, and facilitated cross-team conversations.

Pivotal decision

Move from expansive, open-ended journey discussions to structured sessions that surfaced tradeoffs, agreed priorities, and explicit next steps.

At a glance

4 mo

facilitation effort

Result and limits

Discussion points informed Credit product management and Engineering planning, including epics and stories. One concrete direction involved Pendo-based associate feedback and comparison to backend evidence; downstream business impact was not quantified.

Further context

The original journey map was initiated by the UX Principal. My ownership centered on framing, synthesis, facilitation, and handoff.

Full case study: schumacherux.com/case-credit-journey-strategy.html

Simplifying Associate Attendance

ENTERPRISE HUMAN RESOURCES | 2020

Outdated attendance workflows and pandemic-related schedule changes exposed backlogs and inflexible records. I led UX research planning and experience design for a more correctable, traceable workflow.

My role

Sole UX designer for attendance within the broader FAST initiative. Co-defined research priorities, coordinated fieldwork, synthesized findings, and designed the replacement experience.

Pivotal decision

Allow clear editing of attendance variances with backend change history instead of enforcing an uncorrectable record.

At a glance

90 broader research interviews	50+ locations in FAST research	3 research groups
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Result and limits

An implemented replacement supported multiple-record review, edits, contextual notes, and audit history. Reconciliation-time savings and post-release behavioral outcomes were not measured.

Further context

The research counts cover the wider FAST program, not only attendance, and I did not personally conduct every interview.

Full case study: schumacherux.com/case-attendance-workflow.html

Additional Enterprise Work

Selected examples of research, systems thinking, and design collaboration.

HR Design Language

Co-framed a component exercise with design and engineering partners; engineers later assembled editable UI demos live. Production-wide adoption and savings are unverified.

Vendor Workflow Modernization

Used vendor research and service blueprints to distinguish the needs of small and multinational suppliers and support priority discussions.

Leave of Absence Self-Service

Researched associate and service-center needs; twelve usability sessions informed a clearer self-service proposal and document-status concepts.

Password Reset

Partnered with Engineering on research, usability testing, and clickable prototypes for associate self-service recovery.

Transfer Invoice Matching

Advocated for familiar keyboard sequence and field order as a legacy green-screen workflow moved to a modern interface.

Evidence note

Accounts draw on firsthand recollection and available documentation. Scope figures are not automatically outcomes; proposed or prototyped work is distinguished from production delivery.