

ANDREW D. SHRIVER

GLOBAL HEAD OF UX | DIGITAL DESIGN

Transformational UX leader with a proven track record building and scaling global design practices from the ground up. Recognized for driving digital strategy, leading cross-functional teams, and delivering award-winning experiences across B2B, B2C, and enterprise platforms. Blends technical fluency with creative vision to execute impactful, user-centered solutions aligned to business goals. **Early adopter and advocate of AI, integrating it into design, research, and operational workflows to accelerate insights, scale innovation, and enhance team productivity.** Passionate about mentoring high-performing teams, evolving design maturity, and embracing emerging technologies that redefine how digital experiences are created and delivered.

SIGNATURE LEADERSHIP STRENGTHS

- Proven record of **building and scaling global UX organizations** from the ground up: **defining and operationalizing enterprise-wide design methodologies, systems, and processes** that deliver measurable business impact, design consistency, and accelerated time-to-market.
- Forward-thinking digital leader and early AI adopter, actively integrating AI into UX research, design workflows, and operational processes, **positioning AI as a core capability rather than a future concept.** Leveraging AI for user testing synthesis, scaling insights, and expanding research through emerging approaches such as synthetic focus groups. Recognized as an internal advocate and educator driving adoption across teams.
- **Trusted, influential leader** who **unites cross-functional stakeholders** across product, technology, marketing, compliance, and executive leadership to **align user-centered design with strategic business goals**, driving engagement, adoption, and brand value.
- **Disciplined design executive** skilled at **overseeing multimillion-dollar, high-visibility digital initiatives:** from award-winning flagship properties to complex regulatory platforms, while **optimizing budgets, resources, and team performance** for sustainable growth.

PROFESSIONAL EXPERIENCE

Janus Henderson Investors | Denver, CO

2021 - Present

Janus Henderson (JHI) is a British-American global asset management group headquartered in London, United Kingdom. JHI offers a range of financial products to individuals, intermediary advisors, and institutional investors globally.

Global Head of UX | Digital Design

- Founded and scaled a global UX team supporting enterprise-wide digital transformation.
- Created and operationalized the firm's user-centered design methodology, partnering with product, dev, marketing, compliance, and strategy teams.
- Established a formal UX operating model with defined workflows, intake processes, SLA expectations, and measurement frameworks.
- Launched and scaled an Upwork UX talent bench, optimizing capacity while reducing overhead.
- Authored UX research/testing methodology and deployed UserTesting.com as the enterprise tool.
- Spearheaded migration to Figma and developed the global design system, reducing costs and improving delivery velocity.
- Led award-winning designs across flagship digital properties including the UK Investor Trust site, ESG microsite, and Investor Relations platform.
- Standardized global UI through enterprise-grade templates, frameworks, and design systems, creating scalable and reusable assets like masthead/footer designs, typography systems, channel selectors, and Insights.
- Championed early adoption of AI across UX and digital workflows, embedding AI across research, design, and operational processes to accelerate insights, expand creative exploration, and streamline leadership functions. Leveraged AI across prototyping, design tools, and administrative workflows while advancing capabilities through approaches such as synthetic focus groups; recognized as an internal AI thought leader and selected to serve as an AI educator.

Lumen Technologies (formerly Centurylink), Denver, CO

2009 - 2021

Initially secured an exclusive contract with CenturyLink (formerly Qwest) through Apex Systems in 2009; directly hired in 2011 as a UX Designer. Promoted to senior role in 2013 based on exceptional performance, strong business acumen, and innate leadership skills.

Senior UX Designer

- Early advocate for mobile-first and responsive UX in large-scale transformation initiatives; led the design of CenturyLink's first mobile user experience, establishing mobile UX standards and catalyzing the enterprise shift toward mobile-first strategy.
- Sole UX lead on SalesLink (Salesforce-integrated app), driving a 792% increase in lead qualification.
- Personally selected for \$3B Federal Portal overhaul; ensured compliance, accessibility, and intuitive design.
- Directed UX for native and web applications across sales, billing, repair, and ecommerce experiences.
- Pioneered enterprise shift to responsive B2B sites—yielded 1M new site visits and increased conversions.
- Led UX strategy and execution for multiple high-visibility launches, including a comprehensive rebrand of centurylink.com. Oversaw UX strategy, wireframes, visual design, and stakeholder alignment to ensure intuitive, accessible, and brand-consistent user experiences across platforms.
- Built and scaled a UX component library in iRise, XD and UX Pin; ran mixed-method research to define reusable patterns.

ADDITIONAL CAREER EXPERIENCE

- **Senior Software Engineer** – Dorado, San Mateo, CA
Led front-end development for enterprise web platforms; SME in proprietary scripting languages.
- **Senior HTML Engineer** – AltaVista, Mountain View, CA
Led templating system transition for one of the earliest search engines; ensured cross-browser performance.
- **Founder, Principal** – Ash River Productions (1999–Present)
Creative agency leadership across digital, music, UX, and branding.
- **Web Designer** - Netsage Corporation, San Francisco, CA (1999)
- **Webmaster** - Miller Freeman, San Francisco, CA (1997 - 1999)
- **Assistant Account Executive** - Promotion Partnership, San Francisco, CA (1995 - 1997).

TECHNICAL STRENGTHS

- Figma, Adobe CC, Axure, XD, iRise (certified modeler), HTML/CSS, JavaScript, Sketch, Zeplin, InVision, UXPin, Unily, UserTesting.com, Playbook UX, Symar, SQL, PHP, Java, Logic Pro, Pro Tools

EDUCATION

University of Kansas, William Allen White School of Journalism, Lawrence, Kansas

Bachelor of Science (B.S.): Journalism; Emphasis in Advertising. Extensive coursework in Fine Arts and Creative Imagery