

Torrey Owens

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Previous role

Senior Product and Service Designer at Omni Federal

Experience

Data storage, Security, Enterprise, Internal tools, Big data, Deep Tech, Governments, SaaS, Fintech, B2C, B2B, Healthcare...

Technologies

Figma, Ionic, Miro, ChatGPT, Adobe Creative Cloud, Google Analytics, Okta, Adobe Creative Suite, Sketch, Photoshop, Axure...

My biggest achievement is...

I led UX efforts across public health, defense, and enterprise platforms, helping teams navigate complexity and deliver solutions that improve how people work with critical systems.

Work experience

Senior Product and Service Designer, Omni Federal 🏢

Mar 2024 - Apr 2026 (2y 1m)

Government contractor (digital, cloud, and cybersecurity)

Data storage · Security · Enterprise · Internal tools · Big data · Deep Tech · Governments · SaaS

Figma Ionic Miro ChatGPT Adobe Creative Cloud

- Designed end-to-end workflows for data-intensive platforms, reducing friction in how analysts navigated ingestion, processing, and reporting systems
- Identified gaps across disconnected data systems, informing product direction and helping prioritize features that addressed recurring breakdowns
- Led design of identity and access lifecycle experiences, improving visibility into onboarding and reducing downstream access issues
- Mapped operational workflows and system dependencies, uncovering root causes behind repeated user-facing errors and support escalations
- Facilitated alignment across product, engineering, and stakeholders to define scope, reduce ambiguity, and support delivery under tight timelines

Lead UX Designer, Ensono 🏢

Jan 2022 - Jan 2024 (2y)

IT services (hybrid cloud and mainframe solutions)

Fintech · B2C · B2B · Enterprise

Google Analytics Figma Okta ChatGPT

- Led design for data-driven platforms, translating complex system behavior into interfaces that improved clarity and usability for technical users
- Designed monitoring interfaces for real-time systems, enabling faster interpretation of sensor and imaging data during critical events
- Simplified workflows for detection and analysis, improving user response time and confidence in high-stakes scenarios
- Contributed to design systems for data-heavy applications, improving consistency and reducing duplication across interfaces

- Partnered with product and engineering to align technical constraints with user needs, resulting in more usable and implementable solutions

Creative Director, DentalOne Partners

Feb 2019 - Oct 2020 (1y 8m)

Dental Service Organization
Healthcare

Adobe Creative Suite

Adobe Creative Cloud

- Served as a strategic partner by understanding business and technical models, processes, challenges, and performance metrics so that design efforts achieved end user/customer goals with the goals of the business
- Identified new innovative opportunities and facilitate creative concepts through our multi channels providing a competitive advantage over other DSO's
- Developed and managed internal communications, marketing campaigns and presentations that increased positive brand perception

Creative Director / Lead Designer (Product), Pearl Technologies

Sep 2016 - Dec 2018 (2y 3m)

Sketch

Photoshop

Axure

InDesign

- Managed product design for a SaaS platform to enhance customer acquisition and retention
- Guided design sprints, working closely with engineering to implement scalable product features
- Established interaction patterns and design strategy to enhance usability and decrease support requirements
- Harmonized user requirements with business objectives, influencing product vision and feature ranking

Education

Texas Tech University

BS Human-Centered Artificial Intelligence

University of Arkansas at Little Rock

Computer Science Studies (BSCS Program)

More about me

I like to work with people who...

I like to work with people who are collaborative, curious, and willing to challenge assumptions in pursuit of better solutions.

Right now I'm learning...

I'm learning how Human-Centered AI applies to product design, especially how users interpret system outputs, handle uncertainty, and make decisions in complex, data-driven environments.

In my next job it's important that...

I can contribute to meaningful products, collaborate across disciplines, and continue growing in areas such as AI, complex systems, and service design.

At work I'm best at...

Helping teams make sense of complex systems and translating them into clear, user-centered experiences.

Interests

I enjoy spending time with my wife and our two Heeler's, helping with her resale business, following Arsenal FC, and playing guitar. I've performed with both rock bands and flamenco dance companies.