

# Jeremy Mulenex

Product Design Manager, Member Portal & Design Systems

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Seasoned product and design leader with 20+ years building and leading cross-functional teams in complex technology and health care environments. Expert at hiring, coaching, and mentoring diverse talent to deliver resilient member experiences at scale. At Centene, my longest leadership tenure, I grew a 30+ designer organization, modernized the Fondue design system, and led pharmacy experience redesign during the CVS to Express Scripts migration. Servant leader who builds trust and accountability while keeping business priorities in focus.

**30+**  
DESIGNERS LED

**Fondue**  
DESIGN SYSTEM

**20+**  
YEARS LEADING

**Millions**  
MEMBERS SERVED

## EXPERIENCE

### Product Design Manager, Member Portal & Design Systems

02/2022 – Present

Centene Corporation / HealthNet · Clayton, MO

- Led, coached, and mentored a cross-functional team of 30+ designers and accessibility specialists serving millions of Medicare and Medicaid beneficiaries.
- Grew and modernized Fondue, Centene's design system, so design and code deploy together from one source of truth for engineering and external partners.
- Led redesign of Drug Cost Lookup and prescription claims during the CVS to Express Scripts (ESI) pharmacy migration, including SSO bridge patterns, onboarding flows, and pharmacy selection UX not natively supported by the vendor.
- Reused ESI patterns on Ambetter pharmacy: replaced link-out navigation with guided in-portal experiences, improving month-2 retention by 25% and month-3 retention by 17%.
- Led design for Secure Chassis and AEM SPA modernization across Medicaid, Medicare, PDP, and Marketplace populations, including legacy-to-chassis mapping for claims, payments, pharmacy, and navigation.
- Championed accessibility standards (WCAG) and security across member-facing portals; fostered trust, accountability, internal promotions, and agentic design workflows as a team capability.

### Principal Product Designer & Team Lead

06/2021 – 02/2022

Omni Federal · St. Louis, MO

- Led a product design team enhancing geospatial intelligence tools in partnership with infrastructure and software engineering.
- Implemented user-centered practices that simplified complex technical workflows; mentored junior and senior team members.

### Senior Software Designer & Process Engineer

08/2020 – 06/2021

Centene via Beacon Hill · St. Louis, MO

- Built a front-end process bridging design, front-end engineering, and backend services to improve code quality and deployment velocity.
- Architected the foundational component library and technical framework for Centene's enterprise design system.

### Senior Digital Products Designer

04/2019 – 06/2020

Booksource Inc · St. Louis, MO

- Led design for digital classroom literacy tools; drove design-thinking adoption across engineering to solve complex technical challenges.

### Senior UX Designer & Technical Lead

08/2016 – 01/2019

Boundless

- Technical bridge between product, sales, and platform engineering for web and mobile geospatial tools; built UX-focused HTML/CSS component libraries.

### Senior UX / UI Evangelist

03/2014 – 07/2016

Ball Aerospace

- Led technical product direction for geospatial intelligence mapping; partnered with client engineering on agile web development and led sprint reviews.

## SKILLS

### CORE

HTML5, CSS3, SCSS, design systems, Figma, HTML prototyping, Cursor.

### METHODS

Agile, Scrum, sprint planning, user-centered design, usability testing, design ops.

### MAKER & HOMELAB

3D printing, laser cutting, CAD, self-hosted services, local LLM deployment, personal agentic workflows.

## EDUCATION

A.A. Computer & Networking Technologies, Electronics · Vatterott College · Graduated top 1% of class.

## PORTFOLIO

Case studies at [aboutjm.com](https://aboutjm.com): CVS to ESI pharmacy migration, AEM & SPA modernization, Centene, Fondue, and agentic design ops.