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BAC-10402

Contact Information

Contact Name	Jillian Berger	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	[REDACTED]
Preferred Email	[REDACTED]	Home State	[REDACTED]
Other Phone		Home Zip	[REDACTED]
Other Email		County	[REDACTED]
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
Gender	Non-binary	Race/Ethnicity	Caucasian
Other Gender		Other Ethnicity	
		Tribal Affiliation	
		Salutation	
		Pronouns	They/Them

Application

Status	Pending Confirmation	Council Resolution Number	
Notes			

Board Information

Board Name	Denver LGBTQ Commission	Original Start Date	
		End Date	
		Other boards or commissions served	Presiding Judge

Work Information

Employer		Work Address	
Position		Work City	
Business Phone #		Work State	
Work Email		Work Zip	

Additional Information

Work or home in Denver		Objection to appointment?	No
Are you a registered voter?		Special Information	
If so, what county?		Registered Lobbyist	No
Denver City Council District No	8	Conflict of Interest	No

Conflict of Interest
Explanation

Education and General Qualifications

Name of High School		Name of Graduate School
Location of High School		Location of Graduate School
# of Years Attended High school		# of Years Attended Graduate School
Did you Graduate High School	Yes	Did you Graduate
		Graduate Major
Name of College		
Location of College		
# of Years Attended College		
Did you Graduate College		
Undergrad Major		

Reference Details

Reference Name #1		Reference Email #1
Reference Phone #1		Reference Address #1
Reference Name #2		Reference Email #2
Reference Phone #2		Reference Address #2
Reference Name #3		Reference Email #3
Reference Phone #3		Reference Address #3

Agree to a background check

Owner Esther Lee Leach

Created By Denver Integration, 2/8/2026, 5:39 PM

Last Modified By Sterling Simms, 5/15/2026, 11:25 AM

Notes & Attachments

Jillian Berger_Resume 2026.pdf

Type	Attachment
Last Modified	Denver Integration
Description	View file

LGBTQ Commision Bio.pdf

Type	Attachment
Last Modified	Denver Integration
Description	View file

Applicants History

5/15/2026, 11:25 AM

User Sterling Simms

Action Changed **Status** from In Progress to **Pending Confirmation**.

2/17/2026, 10:53 AM

User Sterling Simms

Action **Changed Status from New to In Progress.**

2/8/2026, 5:39 PM

User **Denver Integration**

Action **Created.**

Jillian Berger

Executive Summary

Experience Research Director with a track record of building and scaling high-impact UX research teams that drive product strategy and business outcomes across complex SaaS platforms. Trusted partner to product, design, and engineering leadership, translating customer insight into clear strategic direction and measurable impact. A people-first leader committed to creating diverse, inclusive, and community-oriented workplaces through mentorship, equitable hiring, and collaborative culture.

Workiva – Denver, CO

Director of Research | Jun 2024 – Present

Senior UX Research Manager | Oct 2023 – Jun 2024

UX Research Manager | May 2022 – Oct 2023

- Lead the global UX Research organization, setting vision, strategy, and operating model to support multiple product lines across a complex SaaS platform
- Partner with executive leadership across Product, Design, Engineering, and Business to shape product strategy, investment priorities, and customer experience outcomes
- Build, grow, and manage high-performing research teams, developing career paths, hiring plans, and coaching frameworks to scale impact
- Establish research governance, intake, and prioritization processes to align research efforts with business goals and product roadmaps
- Drive adoption of mixed-methods research at scale, enabling continuous discovery and evidence-based decision making across the organization
- Translate customer insights into strategic narratives that influence executive decision-making and long-term product direction
- Champion user-centered culture by embedding research practices into product development workflows across the company

MainStreet – Denver, CO

UX Research Lead | Mar 2021 – May 2022

- Established and led UX research efforts to inform product strategy and improve small-business financial tools

- Conducted qualitative and quantitative research, including interviews, usability testing, and surveys across the product lifecycle
 - Collaborated with product managers, designers, and engineers to define research questions and translate insights into design improvements
 - Delivered research findings that influenced feature prioritization and enhanced overall user experience
-

Colorado Department of Public Health & Environment (CDPHE) – Denver, CO

User Experience Lead, COVID Response Team (Contract) | Oct 2020 – Jun 2021

- Led UX strategy and research for digital tools supporting Colorado's COVID-19 public health response
 - Conducted rapid research cycles to identify usability barriers and improve accessibility of critical public services
 - Partnered with cross-departmental stakeholders to translate user needs into actionable product improvements
 - Delivered insights that improved citizen engagement and the effectiveness of public health workflows
-

Transamerica – Denver Metropolitan Area

Design Lead, UX Research | Nov 2018 – Oct 2020

- Helped build and mature the organization's UX research practice within a large financial services environment
- Led mixed-methods research to inform enterprise digital experiences across customer and internal platforms
- Advocated for user-centered design and embedded research into product development processes
- Partnered with product, design, and technology teams to drive evidence-based decision-making

Born and raised in District 10, Jillian has deep roots in Denver and a longstanding commitment to the LGBTQ community. Their work is grounded in advocacy, community building, and a belief that systems—whether civic, organizational, or cultural—should actively support people in living safer, more meaningful, and more accessible lives. Throughout their career, Jillian has consistently advocated for and helped shape policies, environments, and workplace cultures that center equity, inclusion, and belonging, particularly for queer and LGBTQ community members. They are known for translating values into action through coalition-building, mentorship, and sustained efforts to create change at both structural and human levels.

Professionally, Jillian is an Experience Research Director and UX industry leader, currently serving as Director of Research at Workiva. They bring extensive experience building and scaling research teams across public sector, fintech, and SaaS organizations, partnering with product, design, and engineering leaders to embed user insight into decision-making. Across all of their work, Jillian approaches leadership through a people-first lens—believing that inclusive, community-oriented teams create better outcomes for users, organizations, and the communities they serve.