**SUMMARY**

Innovative UX and Creative Designer with a strong passion for addressing complex problems that impact human behavior. With over a decade of experience in developing SaaS and mobile applications for the enterprise market, I have worked across both B2B and B2C sectors, including eCommerce, AI, ML, Big Data, IIOT, financial services, and logistics. My expertise extends to transportation logistics, medical, oil and gas, chemical industries, and cloud technologies.

**WORK HISTORY**

**Lead Designer: Bayer / Climate (Contractor),** 08/2021 - Present

As the senior UX designer for the Digital Field Sciences (DFS) group, I act as the group lead where I successfully manage the day-to-day workflow and training of a team of junior designers, tasked with the UX ideation, design and prototyping for three of Bayer’s industry-leading, global agriculture platforms. In addition, my responsibilities also include leading product owner workshops on user stories, use cases, personas, acceptance criteria, problem statements, workflows, wireframes, usability studies and prototyping.

* Expertly mediated and mitigated inputs and requirements, including internationalization needs, from several, multi-disciplinary Bayer divisions, and delivered all designs and prototypes while accommodating an additional 18% scope creep.
* Facilitated onboarding for new designers, enabling them to deliver prototypes within six weeks.
* Bridged business analysis and project management gaps by capturing requirements and ensuring alignment of competing deadlines.
* Provided key voice in company-wide product strategies by championing user inputs, defining UX objectives, and driving realistic project timelines.
* Conducted on-site and in-field user research to gather key insights, including “a day in the life” of scenarios, and full end-to-end workflow.
* Conducted initial workflow concepting, facilitated collaborative processes, devised UX strategy approaches and contributed to big concept ideation.
* Provided product owners working sessions on how to write requirements, user stories, problem statements, work flows, understanding usability studies and developing prototypes
* Onboarded and trained existing and new team members, including staff transitioning from other job roles.

**Sr. Ux Designer, Schwab (Contractor),** 12/2020 to 06/2021

*Hands on lead designer, designing a SaaS CRM and Financial management system for new and existing advisors, partners, internal operations and support.*

* Led design solutions, incorporating research and iterative development concepts, and provided artifacts such as personas, journey maps, user-centric design workflows and wireframes for alignment across departments.
* Collaborated with cross-functional teams to research, design and implement products facilitating advisor account migration and management.

**Sr. UX Designer – Lockheed Martin (Contractor),** 3/2020 to 7/2020

*Engaged as a UX Strategist to transform existing waterfall business and dev team to agile user-centric design to create a new procurement platform for multiple departments of the US Dept of Defense.*

* Designed large-scale digital experiences, enhancing user efficiency across five departments, 12 product owners and 60 developers.
* Managed usability testing, user surveys and gathered feedback for design refinement.
* Documented user requirements and ensured ADA Section 508 / 504 compliance.
* Mentored management, junior designers, engineers on agile methodologies.

**Sr. User Experience Designer – Trelar,** 11/2018 – 11/2019

*First employee at HaulHub; designed web and mobile SaaS applications for B2B finance, ecommerce, and logistics.  Collaborated with Agile teams in the US and internationally.*

*Product launched on 8/2019, generating revenue; company sold in Q1/2020.*

*Reported to CTO.*

* Collaborated with global Agile teams to develop a revenue-generating SaaS and mobile product.
* Conducted analysis and user studies to shape product features and roadmap.
* Managed requirements, designs, and wireframes; led user research, A/B testing, and feedback collection.
* Liaised between QA/support and design/product teams, ensuring UI issues were addressed and ADA compliance was met.

**Sr. User Experience Designer – Quantified,** 01/2018 – 07/2018

*Artificial Intelligence and Machine Learning focused startup analyzing video and audio.  Clients include TED, Target, Southwest, IBM, Ford, Facebook; Baltimore Ravens, Cleveland Indians, UT, Harvard, and more.*

* Interpreted product requirements into information architecture, wireframes, and high-fidelity designs.
* Provided guidance to engineering teams for cross-platform compatibility.
* Utilized User-Centric design approach to balance user needs with requirements and engineering effort.

**Lead Designer – SparkCognition,** 02/2017 – 11/2017

*Artificial Intelligence and Machine Learning focused startup developing new applications in the Industrial Internet of Things, Energy, Security, Finance, and Defense industries with US Air Force and US Army.*

* *Established a department of six UX/UI designers, front-end developers, and graphic designers, working with Agile and both onsite and offshore teams.*
* *Collaborated on projects with the US Air Force and Army, including redesigning machine learning SaaS products and creating a financial analytics system for managing a $130 billion budget and 600k employees.*

**Sr. UX Designer – Metal Networks,** 7/2014 – 12/2016

*Post-acquisition by Fuller Industrial, collaborated with onshore and offshore teams to define requirements, designs, personas, user studies, wireframes, workflows and prototypes for a SaaS and mobile B2B eCommerce in an Agile environment.*

* Collaborated with cross-functional teams to design solutions for SaaS and mobile B2B eCommerce.
* Managed and mentored two UI staff.
* Translated business requirements into site maps, marketing assets, and UI designs.
* Redesigned applications and developed new platforms, including NLP, eCommerce, and customer support tools.

**Education and Training:**

* BA Elementary Education, Major in Special Education, Minor in Visual Art – Pacific Lutheran University
* Adobe Suite Certification – Lumenbrite, Austin, Texas
* Web & Graphic Design Certificate – University of Texas

**Technical Skills:**

* Software: Figma, Adobe Suite, OmniGraffle, Sketch, Invision, Zeppelin, Balsamiq, Corel Painter, Wacom Tablets
* Film: Created and edited 9 films of my skateboarding bulldog - YouTube: AustinGlove