

# Resume for Mike Myles

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## User Experience Design Lead

**Adobe** - Austin, TX | Mar 2018 - Current

UX lead with Magento e-commerce platform design team at Adobe Austin. Focused on issues related developer experience, such as: account on-boarding, user identification and entitlements, open source download, and extension integration.

Key contributor to creating, training, and evangelizing UX design processes; both in the Magento org, and across Adobe Design as a whole. Create and maintain design process tools, techniques, and templates in Adobe's Confluence wiki. Lead teams in applying design thinking and Lean UX practices to product team activities. Emphasize integrating design discovery into an agile development methodology. Introduced measurement systems to follow leading and lagging indicators of UX to guide continuous improvement of design best practices.

Consult with Adobe Digital Academy team on General Assembly UXD program curriculum, and teaching process; to support UX training for underserved communities in the technology sector.

## User Experience Design Instructor (part-time)

**General Assembly** - Austin, TX | Nov 2017 - Current

Instructor of part-time 10-week evening user experience (UX) design program at General Assembly, in Austin TX. Focus on imparting core UX skills to students through interactive group exercises and building portfolio pieces. Subjects include user research, agile/lean, prototyping, usability testing, and design presentation.

Teach two classes a year, on average.

## Principal User Experience Architect

**AgileAssets** - Austin, TX | Dec 2014 - March 2018

Lead UX Designer on AgileAssets suite of mobile and web products for the transportation industry; reporting directly to the VP of Product. Defined design standards for all of the company's growing mobile app portfolio, along with driving substantial redesign of core web product.

Instrumental in fostering user centered & Lean design methodologies with product development teams. Instituted contextual inquiry, usability testing, and other user research methods to improve products.

Created living style guide and pattern library to ensure consistency across core product line, as well as customizations implemented by professional services.

Mentored junior designers, and others in the organization responsible for creating customer facing interfaces in techniques of Lean UX, user research, and rapid prototyping. Acted in Product Owner, and Scrum Master roles on teams when needed, during periods of insufficient Scrum Lead and Product Management staffing.

## User Experience Design Lead

**Ericsson** - Manchester, NH | Apr 2013 - Nov 2014

UX design lead for future direction of Ericsson's "Granite" telecom inventory & planning application. UX lead on corporate wide cross product network data visualization efforts - with reporting and visibility to C-level.

North American representative of corporate UX brand consistency board, responsible for evaluating all Ericsson software offerings for compliance with UX standards and revising corporate patterns & guidelines with latest functionality. Regular presenter at UX Pro events in Stockholm, Sweden; aimed at fostering a common UX practice across Ericsson CoEs.

## Principal User Experience Designer

**Continuum Managed Services** - Boston, MA | Mar 2012 – Mar 2013

Oversaw all aspects of user experience and interaction design on Continuum's managed service products.

Contributed to complete overhaul of core SaaS product user interface. Lead design effort of company's first mobile apps, for remote network management.

Worked daily with development team - all based in Mumbai, India. Traveled to India office to build relationship with team there. Also partnered with Product Management organization based in Boston, MA, and product support in Pittsburg, PA.

## Principal User Experience Designer

**Oracle** - Nashua, NH | Dec 2011 - Mar 2012

Member of the 6-person Enterprise Manager User Experience group, responsible for UI definition for Oracle's Enterprise Manager SaaS product. Short tenure due to startup opportunity with former colleagues at Continuum.

## Senior User Experience Designer

**Autodesk** - Manchester, NH | Jan 2007 – Dec 2011

Senior UX Designer in the AEC division (Architecture, Engineering and Construction). Focused for two years on AutoCAD AEC vertical applications (AutoCAD Architecture & MEP). Part of a four-person design team in charge of a complete UI overhaul for all products. Part of the AIRMax initiative to implement consistent UI components across applications in the corporate portfolio – many which were acquired and as a result had little in common with the core AutoCAD product. Shifted focus to design of the Revit product line in 2009.

Involved with researching and designing new features and feature enhancements in the AEC products. Corporate design lead on effort to update error messaging across all products to utilize Microsoft task dialogs. Conducted extensive user research and design testing both in person and remotely. Primary team lead on creation of design prototypes. Assisted with initial implementation of AEC design intranet.

## Senior User Interface Designer

**Unica** - Waltham, MA | Jul 2005 - Jan 2007 (acquired by IBM)

Member of a two-person team responsible for all design & usability aspects of Unica's Enterprise Marketing applications - the Affinium Suite. I work directly with six application teams to address design & usability concerns. My design responsibilities include user / task analysis, wireframe, paper prototype and interactive prototype development. Primarily responsible for devising and communicating corporate design process, as well as integrating that process with the overall development cycle. The Unica design team was the center for web UI implementation expertise, and thus responsible for delivering much of the final UI pages and components to engineering. Closely involved with efforts to disseminate and decentralize UI implementation knowledge through standards, best practices, recommended tools, style guides, and design patterns.

## Product Design Architect

**Chordiant** - Manchester, NH | Jun 2002 - Jul 2005 (acquired by PegaSystems)

Member of global design team responsible for all aspects of interface design across products. Personally in charge of design efforts such as a high volume web based call center CRM product, Credit Card dispute processing application, and Enterprise Marketing solution. Responsible for usability testing efforts and early prototype development. Continuously evaluate market requirements, customer & field engineer feedback, and latest moves by major competitors. Use proven interface paradigms, personal design experience, and usability testing to develop intuitive and compelling product interfaces. Work closely with Engineering to help implement designs in a timely and cost-effective manner. Prime contributor in four-person team that developed patent pending user interface technology for visualization and editing of complex objects, optimized for web applications (US Patent Application Serial Number 10/639,735).

## Senior Product Designer

**Bowstreet** - Portsmouth, NH | Oct 1999 - Jun 2002 (acquired by IBM)

Responsible for all aspects of interaction design across product lines. Contribute and oversee many aspects of visual design, particularly as they apply to a user's product perception. Involved from the earliest requirements phase of the development process to help scope, define, and address interaction design issues. Compile and iteratively revise detailed specifications, interaction diagrams, and screenshots for usability testing and development. Directly implement UI code on projects as needed. Constantly developing, revising, and presenting reference material (such as style guides, conceptual models, and design principles) targeted at improving product usability and stressing the importance of up-front design. Design, conduct, and review usability studies at all phases of development (paper prototype to released code). Act as the primary arbiter/advisor over enhancement requests around usability and user interaction.