

MIKE ENG

User Experience Designer

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401-234-4611

Boston, MA

Qualifications

User Experience Design

I have 7 years experience in user-centered web and application design. I'm strong in ethnographic research, information architecture, interaction design, prototyping, and usability testing. I love complex problems, and I am a natural with empathy.

Leadership

I have experience with strategic planning, building teams, and developing non-profit organizations. I'm able to establish rapport and communicate effectively with end users, stakeholders, designers, and engineers. I've established and refined methodologies that enable teams to work effectively.

Experience: Interaction Design

InCrowd Boston, MA

Senior Product Manager 2016 -present www.incrowdnow.com

Hired as the company's first in-house user experience designer and was asked to take on a product management role. Work with senior leadership to guide product strategy in order to meet business objectives.

Buildium Boston, MA

User Experience Designer 2012 - 2015 www.buildium.com

Worked within cross-functional product team to determine goals, requirements, personas, and context. Developed best practices for and conducted user research and validation. Created deliverables such as process flows, wireframes, graphic design assets, specifications, and prototypes.

(add)ventures Providence, RI

Interaction Designer 2010 - 2012 www.addventures.com

Led user experience for clients ranging from CVS Caremark and Dunkin' Donuts to local non-profit organizations and government agencies. Created deliverables such as site maps, wireframes, functional specifications, task flow diagrams, and analytics reports for websites, intranets, and mobile applications. Collaborated with in-house design teams and off-shore development teams. Coordinated with sales team to refine opportunities based on the firm's interactive capabilities.

Left Brain Providence, RI

Front-End Web Developer 2009 www.leftbrain.net

Performed front-end development including custom Joomla theming for a web and application design firm.

Chase Design Group Los Angeles, CA

Print Production Intern 2006

Produced deliverables in Illustrator, Photoshop, and InDesign for clients such as Mattel, Cartoon Network, and Target. Designed custom packaging structures. Attended press checks to ensure accuracy and quality. Advised production and design teams on use of Adobe Creative Suite.

Experience: Administrative

A Better World by Design Conference Providence, RI www.betterworldxdesign.com

Co-founder 2008

Advisory Committee 2009 - 2011

Board of Directors 2012

Co-organized a national conference on humanitarian and environmental design. One of four founding organizers responsible for ongoing strategic direction. Conference has become an annual event attended by 1,000 and featured in Dwell and Core77. Established and led website development process using Subversion revision control system.

Recycle-a-Bike Providence, RI <http://recycleabike.org>

Organizational Development / IT 2007 - 2009

Led transformation of a community organization from an informal project into an independent 501c3 non-profit. Interviewed and supervised staff. Advised on organizational structure and creation of a board of advisors. Spearheaded fiscal sponsorship arrangement with partner organization and organized resources for the design of a new proposed facility. Selected, implemented, and trained staff on open source software.

Education

Rhode Island School of Design Providence, RI

Bachelor of Fine Arts, Industrial Design 2009

California Polytechnic State University, San Luis Obispo San Luis Obispo, CA

Bachelor of Science, Psychology with minor in Music 2005

Studied counseling psychology and completed a senior project in cross-cultural human factors.