

Mike Eng

User Experience

Providence, RI
mike-eng.com
m@mike-eng.com
401-234-4611

Experience

Ad Hoc | adhocteam.us
Senior User Researcher
2017 - Present | Remote

InCrowd | incrowdnow.com
Senior Product Manager
2016 - 2017 | Boston, MA

Buildium | buildium.com
User Experience Designer
2012 - 2015 | Boston, MA

(add)ventures
addventures.com
Interaction Designer
2010 - 2012 | Providence, RI

Recycle-a-Bike
recycleabike.org
Organizational Development
2007 - 2009 | Providence, RI

Chase Design Group
chasedesigngroup.com
Print Production Intern
2006 | Los Angeles, CA

Education

Since 2010, focused on user-centered web and mobile application design. Strong in ethnographic research, information architecture, interaction design, prototyping, and usability testing. Empathetic problem solver who isn't afraid of complex puzzles.

Experience with strategic planning and developing non-profit organizations. Able to establish rapport and communicate effectively with team members and stakeholders of various backgrounds. Have led and mentored high-performing teams.

Responsibilities

Plan, conduct, and analyze user research for government web applications with the Department of Veterans Affairs and the Centers for Medicare and Medicaid Services. Own research roadmap. Manage 1-2 additional researchers on teams and guide 3 partner teams on projects.

Hired as the first in-house user experience designer. Established a new product management function. Worked with senior leadership to guide product strategy for existing product and launch a new product.

Led user experience on a product team focused on the most complex functionality in our SaaS product, used by over 10,000 customers. Performed project definition, research, ideation, usability testing, interaction design, and documentation.

Led user experience on websites and applications for CVS Caremark, FM Global, the Rhode Island Department of Health, and a local housing nonprofit. Collaborated with in-house design teams and offshore development teams.

Led transformation of a community organization from an informal project into a 501c3 non-profit. Selected and supported the first acting director. Advised on organizational structure and creation of a board of advisors. Arranged fiscal sponsorship with a partner organization.

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

Rhode Island School of Design

Bachelor of Fine Arts, Industrial Design | 2009

California Polytechnic State University, San Luis Obispo

Bachelor of Science, Psychology | 2005

Minor in Music