MIKE ENG

User Experience Designer
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401-234-4611
Boston, MA

Qualifications

User Experience Design
I have 6 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.

Management
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

athenahealth Watertown, MA
Senior User Experience Designer 2015 - 2016 www.athenahealth.com
Facilitated workshops with product teams to prioritize initiatives, define project goals and metrics, and generate and refine solutions. Formulated guidelines for when and how to engage UX consultants. Worked with user researchers to plan and conduct initial research and evaluate solutions.

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.abetterworldbydesign.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.