

Mike Eng

User Experience

Providence, RI
mike-eng.com
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Since 2010, focused on user experience design and research. Strong in systems thinking, discovery research, information architecture, interaction design, prototyping, and evaluative research. Empathetic problem solver who loves 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 managed and mentored high-performing teams.

Experience

Agile Six | agile6.com
Senior User Experience
Designer / Researcher
2023 - Present | Remote

Ad Hoc | adhocteam.us
Managing Staff Design
Researcher
2017 - 2023 | 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

Responsibilities

User experience design and research for va.gov, helping Veterans apply for and receive disability benefits. Contribute to the VA Design System. Work with a focus on accessibility and trauma-informed principles.

Lead user experience strategy and delivery on federal government applications and APIs for the Department of Veterans Affairs and the Centers for Medicare and Medicaid Services. Manage 6 people across 4 teams. Develop research capabilities within my department.

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.

Education

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