

# Mike Eng

## User Experience

Providence, RI  
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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.

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### Experience

**Ad Hoc** | [adhocteam.us](http://adhocteam.us)  
Managing Staff Design  
Researcher  
2017 - Present | Remote

**InCrowd** | [incrowdnow.com](http://incrowdnow.com)  
Senior Product Manager  
2016 - 2017 | Boston, MA

**Buildium** | [buildium.com](http://buildium.com)  
User Experience Designer  
2012 - 2015 | Boston, MA

**(add)ventures**  
[addventures.com](http://addventures.com)  
Interaction Designer  
2010 - 2012 | Providence, RI

**Recycle-a-Bike**  
[recycleabike.org](http://recycleabike.org)  
Organizational Development  
2007 - 2009 | Providence, RI

**Chase Design Group**  
[chasedesigngroup.com](http://chasedesigngroup.com)  
Print Production Intern  
2006 | Los Angeles, CA

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### Responsibilities

Lead user experience strategy on federal government applications and APIs. Worked with the Department of Veterans Affairs and the Centers for Medicare and Medicaid Services. Manage and mentor 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.

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.

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### 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