ERIC BROWNING
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Availability: December 1, 2023 (negotiable)
Job Type: Permanent, Telework
Work Schedule: Full-Time

Desired locations:
United States - Remote

WORK EXPERIENCE
Work Samples: https://fiveoclockfriday.com/trusted-experiences-for-all

Bloomfilter - Cleveland, OH & Chicago, IL (12 employees)
Bloomfilter is a process mining tool bringing observability, predictability, and efficiency to software development teams.

Product Design Lead - 05/2023 to 09/2023 - Hours per week: 40 (full time remote)
Led UX and design as part of the product team, directly responsible for planning and design of software platform and features.

PRODUCT DESIGN
- Led design and research for AI-driven platform, delivering features in financial planning, strategic initiatives, and process performance.
- Advocated for design and UX concerns in an Agile development process including sprint planning and retrospectives..

USER RESEARCH AND PROTOTYPING
- Gathered feedback from early customers by conducting moderated research sessions.
- Collaborated with the executive stakeholders to build high fidelity interactive prototypes which became the primary tools for many roadmap, sales, and marketing efforts.

DESIGN SYSTEMS
- Created and iterated on a foundational design system resulting in a 60% reduction in color palette and a ~70% decrease in type styles while improving consistency and aesthetic impact.

TECHNICAL SKILLS
Created low and high fidelity mockups and prototypes using Figma. Built an internal design system with Figma and Storybook. Leveraged Mixpanel for user analytics and data analysis. Communicated with cross functional teams, executive stakeholders and customers using Slack, Zoom, Jira, Notion, and Google Docs Suite. Reviewed in-progress code with Github.

Tanium - Kirkland, WA (2,300 employees)
Tanium is an endpoint management and endpoint security platform designed to strengthen and optimize an organization's cybersecurity and IT operations efforts. Customers included 70% of the Fortune 100, 5 branches for the US Armed Forces, and 7 of the top 10 global retailers.

Senior User Experience Designer - 09/2018 to 04/2023 - Hours per week: 40 (full time remote)
Core member of User Experience team (~25 members including designers, developers and researchers) within R&D (~300 people). Primary UX resource for two major product modules; also responsible for concept and design of several new products and supporting UX team growth and improvement.

USABILITY TESTING AND USER RESEARCH
- Created a major navigation redesign; guided project from requirements gathering through information architecture, prototyping, and evaluative research interviews with customers.
- Led a workshop with a cross functional team on complicated deployment features and used the feedback to build a simplified system for using these forms. Consulted with users and stakeholders for feedback on new designs and collaborated with engineers through implementation.

PRODUCT DESIGN
- Owned UX for popular Patch and Deploy modules, including building visual systems and guiding product experience direction based on user and SME feedback.
- Led a team workshop session which resulted in planning and designing a recurring OS patch readiness feature.
- Served as UX lead on cross functional team to explore a new market offering addressing supply chain risk. Created prototypes to guide discussion, and gathered feedback from POC customers.
- Launched a major joint project with Salesforce in the IT Service Management space, using both Tanium and Salesforce platforms and design systems to create a cohesive experience for help desk agents.

COLLABORATION ON CROSS FUNCTIONAL TEAMS
- Managed a platform-wide typeface change to support accessibility, localization, and visual improvements. Pitched concept and justification to multiple stakeholders, and guided front end devs through implementation.
- Prototyped several new product and feature ideas, contributing to strategy and advocating for user-centered design throughout the process. Worked with business analysts, pre-sales engineers, and technical account managers to understand a variety of viewpoints for new business initiatives.

MENTORSHIP AND LEADERSHIP
- Served as hiring manager and primary mentor for a graduate-level intern on a variety of projects, and proactively engaged junior UX staff on projects for skill uplift.

- Established and led a "UX Champions" group (~25 members) for interested engineers to advocate for front end development focus and excellence. This helped inform and justify the creation of a full time experience engineering role for developers.

TECHNICAL SKILLS
Created low and high fidelity mockups using Figma and Sketch, and prototypes with Invision and Invision Freehand. Contributed to and used an internal design system. Leveraged SurveyMonkey for user surveys and direct observation research methods with customers, subject matter experts, and other stakeholders. Communicated with cross functional teams using Slack, Zoom, Microsoft Teams, Jira, MS Office Suite (Word, Excel, PowerPoint) and Google Docs Suite. Reviewed in-progress code with Github.

Coffee and Code - Akron, OH (4 employees)
Coffee and Code is a boutique consultancy helping solve real problems and launch products with software. Customers included startup entrepreneurs, established manufacturers and digital agencies.

Lead Consultant, Design & UX - 10/2014 to 08/2018 - Hours per week: 40
Guided projects from UX and design perspectives, including workshops with clients to define goals through prototyping, building and testing of ideas. Built out front end designs using contemporary frameworks and techniques.

PRODUCT DESIGN
- Built an end-to-end workflow web application for a reinsurance provider, allowing them to replace manual spreadsheets, grow their business, and reduce errors.
- Created a fundraising document-generation app with a heavy focus on interesting interaction design and appealing visuals to help users complete a tedious process.
- Partnered with a real estate technology entrepreneur to take raw ideas and map to user mental models to plan and build a web-based mortgage tool.

COLLABORATION
- Convened kickoff workshops with a variety of clients; helping to define scope, brainstorm ideas, and plan execution for projects.
- Developed company strategy and positioning, shifting from a development-only consultancy to a full featured software firm.

UX ADVOCACY
- Partnered with Alzheimer's researchers to design a tablet app for caregivers to use with patients. Generated and iterated on concepts to include perspectives of both patients and caregivers.
- Consulted with an existing Agile software team to bring design thinking and methodologies to their development process. Transitioned team from pixel perfect mockups to faster, rougher prototypes.

TECHNICAL SKILLS

Designed user interfaces using Sketch and Adobe Creative Suite (Photoshop, Illustrator). Built prototypes with HTML/CSS, Bootstrap pattern library, and Invision. Developed front end layouts and styles in Ruby on Rails environments. Managed projects using Asana, Trello, Slack, and Teamwork.com. Created personas and empathy mapping diagrams to help guide and direct projects. Communicated internally and with clients using Google Docs, Google Sheets, and Google Slides.

Blue Frog Gaming - Akron, OH (30 employees)
Blue Frog Gaming is a small team of software craftsmen, pixel perfect artists, and game enthusiasts building great games for iOS, Android and web platforms.

Art Director - 03/2010 - 09/2014 - Hours per week: 40
Joined as the first creative team member, building interfaces and art assets for games. Hired and directly managed a team of 5 full time artists including one-on-one meetings and resource planning. Heavily involved in game concepts, direction and testing.

- Ensured quality and consistency of in-game and promotional assets for multiple titles.
- Designed usable UIs and componentry for games, striking a balance between fun, themed experiences and fast, efficient concepts.
- Helped launch a partnership with SyFy games, peaking with ~30,000 active monthly users.

TECHNICAL SKILLS
Created user interfaces and game assets using Adobe Creative Suite (Photoshop, Illustrator). Prototyped interactions and animations using Balsamiq and Apple Final Cut Pro. Managed team with Slack and Trello.

DigitalDay Creative Group - Cuyahoga Falls, OH (35 employees)
Interactive Designer - 11/2007 - 02/2010 - Hours per week: 40

Created user-focused web designs and online marketing pieces for Fortune 1000 clients, primarily in the consumer packaged goods segment. Focused on early responsive design and mobile-first strategies and promoted web standards to legacy client projects.

Bolt from the Blue - Waterville, OH (10 employees)
Designer/Developer - 04/2007 - 10/2007 - Hours per week: 40

Worked as the design/code cog of a startup focused on customized mail marketing.

EDUCATION

Bowling Green State University - Bowling Green, OH United States
Bachelor of Science in Visual Communication,, Minor in Marketing - 12/2005

SPEAKING AND PRESENTATIONS

Design Feedback for Everyone
Flight Conference - Akron, OH - August 2017

Columbus Web Group - Columbus, OH - August 2016
Stir Trek - Columbus, OH - April 2016

Personas/Empathy Mapping Workshop
Akron Women in Tech - Akron, OH - January 2017
UX Akron - Kent, OH - April 2016

No More Static Comps: Toward a Modern Design Process
Codemash - Sandusky, OH - January 2016
Stir Trek - Columbus, OH - April 2015
Rosetta Tech Talks - Cleveland, OH - June 2016