DAVID MELKONIAN

25807 Laramie Dr Novi, MI 48374 | 248-207-2001 | [Email](#) | [LinkedIn](#) | [Website](#)

INTRODUCTION

My career spans enterprise software delivery for organizations like Propio Language Services, Blue Cross Blue Shield, United Healthcare, Ford, General Motors, Delta Dental, and HealthCare.gov. I've served as a delivery manager, tech lead, accessibility lead, UX/UI designer, developer, and technical writer, contributing to projects that generated millions in revenue through collaborative, team-focused leadership. Leading global teams and traveling for business has taught me the importance of transparency, inclusivity, and empathy. With experience in design, development, and management, I excel at creating efficient, accessible software and building strong, productive relationships across teams.

CAREER EXPERIENCE

UI/UX Design and Accessibility
Led DDMI's UX/UI council, managed UX/UI teams, created accessibility standards and testing practices to meet ADA compliance, and maintained alignment with branding guidelines.

Stakeholder Engagement and UX Strategy
Conducted focus groups and discovery sessions to gather insights from stakeholders, created proposals, wireframes, and visual style guides, and provided technical consulting to support new software products.

Technical Consulting and Implementation
Provided technical feasibility and integration expertise for third-party software, worked with sales to draft statements of work, and developed POCs for event registration applications using various tech stacks (.NET, Angular, Node, Azure).

Application Development
Developed front ends for event registration and shopping applications using various frameworks (React, Node, Angular, Magnolia CMS), and translated designs from Sketch files into HTML/CSS/Angular components.

Agile Development and Team Leadership
Led Agile-driven efforts across various roles—Scrum Master, developer, product owner on a SaaS project, developing SDLC processes, documentation, and enterprise guidelines for UI development and accessibility.

WORK HISTORY

PROPIO LANGUAGE SERVICES
Principal UX/UI Developer
OVERLAND PARK, KS
United States
JULY 2023 - PRESENT

- Presented new feature concepts to C-Level employees
- Served as SME for accessibility
- Built multiple style guides POCs with Angular and Ionic Framework
- Worked in a development role for HTML/CSS-related work items.
- Created numerous design systems and clickable prototypes in Figma

- Created the UX and design for a live phone call auditing feature
- Created the UX and design for a live transcription feature
- Created the UX and design for a call history feature
- Created the UX and re-design for the live phone call display
- Designed and coded a solution to prioritize higher performant call quality options
- Orchestrated product development needs alongside engineering timing and capacity
- Collaborated with product owners on multiple applications
- Redesigned mobile application layout on video call application
- Redesigned interpreter portal application
- Improved accessibility on video call application to 98% from 78%
- Designed, developed, coded, and deployed new common headers for the product suite
- Designed integration look and flow for electronic healthcare record transmissions
- Designed multiple dashboards
- Coordinated a large platform analytics UI feature deployment across multiple teams and work streams

DEWPOINT INC.
Senior Application Development Professional
LANSING, MI
United States
May 2016 – JULY 2023
- Led Agile development for a SaaS project (DDMI), implementing SDLC and Agile processes.
- Filled multiple roles—scrum master, developer, product owner—within Agile teams (DDMI).
- Facilitated stakeholder focus groups to gather requirements (Lansing BWL).
- Proposed UX strategy for a 3D software product (ONU One).
- Provided consulting and integration expertise for third-party software (Dewpoint/DDMI).
- Established enterprise standards for HTML/CSS/Accessibility for UI developers (DDMI).
- Collaborated with sales on statements of work and mobile app development consulting
- Led UX/UI council, created accessibility practices, and managed UI/UX teams (DDMI).
- Ensured DDMI applications met ADA, branding, and marketing standards.
- Gathered user feedback to wireframe and improve ideas (Lansing BWL).
- Redesigned Power BI executive dashboards (Lansing BWL).
- Developed annotated wireframes and visual style guides (ONU One, DDMI).
- Built POCs for event registration app in React/Node, and Angular/Node with Umbraco CMS (Dewpoint).
- Created custom shopping experiences in Magnolia CMS using Freemarker templates (DDMI).
- Converted Sketch files to HTML/CSS/Angular comps (DDMI).

MERIDIAN HEALTH PLAN
Manager of Application Delivery
Detroit, MI
June 2015 – May 2016
- Managed a web team of 20 across numerous project tracks
- Built a user experience discipline that previously had not existed within the company
- Created strategy and methodology for user experience and user interface design
- Drove ux creative direction for web portals, corporate sites and mobile applications
- Wrote job descriptions for all user experience and interface design roles in corporate job postings
- Implemented the Agile Scrum framework for rapid application development
- Collaborated with the corporate CIO and IT president on strategic decisions

- Provided strategic direction for a mobile and web development team
- Worked in conjunction with web content strategist on information architecture
- Worked with corporate communications to ensure proper web messaging

OPTUM / UNITED HEALTHCARE GROUP
Software Development Manager
Southfield, MI
October 2011 – June 2015
- Spent 4 months consulting on the Federal Exchange (HealthCare.gov) identifying UI and UX issues
- Performed heuristic reviews of HealthCare.gov to identify the top 10 usability issues
- Managed team of 30 across numerous project tracks
- Created/staffed/trained dev teams in Manila, New Delhi, Hyderabad, Minnesota, Boston and Seattle
- Consulted internal and external groups about responsive and accessible front end coding
- Interviewed over 75 candidates for web developer positions
- Served as subject matter expert for all of UHG regarding HTML/CSS development
- Created responsive design component framework from scratch using HTML/CSS/AngularJS
- Led team of developers to deliver responsive web design code for rapid project development
- Led UX/UI/technical strategy sessions
- Integrated development team and ux team to review proposals for technical feasibility
- Conducted regular sessions to ensure UX principles remained intact from concept to build

BLUE CROSS BLUE SHIELD OF MICHIGAN
Detroit, MI
August 2005 – October 2011
Senior Application Developer
- Interview potential employee candidates
- Maintain intranet search results page
- Create streaming media presentations
- Performed significant maintenance on BCBSM.com and MiBCN.com
- Created a new BCBSM Foundation site which won a bronze Wilmer Shields Rich Award
- Created numerous intranet sites, including CEO Dan Loepp's Website
- Assembled streaming video platform for CEO Dan Loepp streaming media Webcasts
- Created numerous dynamic forms using ColdFusion
- Build dynamic websites using ColdFusion
- Redesigned division website to make more easily navigable
- Created new layout for online manuals
- Created interactive training guides
- Created division sub-site for new BlueHealthConnection product

Ford Motor Company (contract from ASG Renaissance)
Technical Writer
Dearborn, MI
August 1999 - August 2005
- Created Web-based, interactive training guides used in website
- Maintained online screen help for prototype inventory software
- Maintained training documentation for prototype inventory software training courses
- Created/designed help and training documentation and training course for 2 vehicle scheduling apps

EDS
Project Manager
Troy MI
May 1998 - August 1999

- Created and maintained general communications Website for GM Service Operations
- Wrote service manuals using XML and ArborText
- Planned work for midsize and full-size truck technical writing group with ABT Project Workbench
- Provided customers with baseline-versus-actual reports, project status reports and recommendations
- Created risk assessments and contingency plans for service manual development deliverables
- Assisted in creating and maintaining a work breakdown structure for service manual development
- Complied with ISO-9001 procedures as part of ISO Certification initiative
- Interviewed potential candidates using behavioral interviewing techniques

VULTRON INC.
Technical Writer
Rochester Hills, Michigan
(2/1/96 - 9/1/96)

- Wrote software user manuals for electronic destination sign host programs
- Wrote service and maintenance manuals for electronic destination signs
- Assisted software engineers in the quality assurance process
- Created entire layout for various types of manuals with desktop publishing application

EDS/GM Medium Duty Truck Engineering Group - Pontiac, Michigan (5/1/95 - 2/1/96)
PC Consultant

- Worked with the engineering group in improving existing processes
- Helped train engineering staff in PC based applications
- Rectified LAN and software problems for engineering group
- Converted hard copy data into PC based charts, graphs, and diagrams

EDS/GM Powertrain - Pontiac, Michigan (3/1/95 - 5/1/95)
PC Support

- PC Support - File Transfer (through the ADIA Employment agency)
- Performed mass file transfer for manufacturing division
- Converted several types of Macintosh files into various PC based files
- Helped create new processes for problematic file transfer

EDUCATION

Oakland University | Rochester, MI | Bachelor Of Arts - English

CERTIFICATIONS

- Certified ScrumMaster® (Scrum Alliance)
- Certified Usability Analyst (Human Factors International)
- ITIL Foundation Certificate in IT Service Management (Peoplecert/Axelos)