

# DAVID MELKONIAN

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## INTRODUCTION

I have extensive experience in enterprise software delivery for organizations such as Propio Language Services, Blue Cross Blue Shield, United Healthcare, Ford, General Motors, Delta Dental, and HealthCare.gov. In roles including Delivery Manager, Technical Lead, Accessibility Lead, UX/UI Designer, Developer, and Technical Writer, I've led projects that delivered measurable value and drove significant revenue. Managing global teams and business travel have honed my commitment to transparency, inclusivity, and empathy. With expertise in design, development, and management, I excel at delivering accessible, efficient software and fostering collaborative team environments.

## WORK HISTORY

**PROPIO LANGUAGE SERVICES** July 2023 - November 2024

**Principal UX/UI Developer**

Overland Park, KS

- Presented new feature concepts to C-Level employees
- Served as SME for accessibility for ADA / Section 508 / WCAG guidelines
- Built multiple style guides POCs with Angular and Ionic Framework
- Built out iconography and typesetting guidelines and assets in a design system
- Worked in a development role writing HTML / CSS / Typescript
- Created numerous design systems, interaction designs, and clickable prototypes in Figma
- Created the UX and design for a live transcription feature using OpenAI
- Designed and coded a solution to prioritize higher performant call quality options
- Improved accessibility on video call application from 78% to 98%
- Designed integration look and flow for electronic healthcare record ( EHR ) transmissions
- Performed technical and UX writing, in addition to PRDs, Jira tickets, and release notes

**DEWPOINT INC.** May 2016 – July 2023

**Senior Application Development Professional**

LANSING, MI

- 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).
- Led UX/UI council, created accessibility practices, and managed UI/UX teams (DDMI).
- Ensured DDMI applications met WCAG / Section 508 standards
- Redesigned Power BI executive dashboards (Lansing BWL).
- Developed annotated wireframes, interaction designs, and visual style guides (ONU One, DDMI).
- Created custom shopping experiences in Magnolia CMS using Freemarket templates (DDMI).
- Converted Sketch files to HTML/CSS/Angular comps (DDMI).

**MERIDIAN HEALTH PLAN** June 2015 – May 2016

**Manager of Application Delivery**

Detroit, MI

- Managed a web team of 20 across numerous project tracks

- Built a user experience discipline that previously had not existed within the company
- 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 CIO and IT president on strategic decisions
- Provided strategic direction for a mobile and web development team

**OPTUM / UNITED HEALTHCARE GROUP** October 2011 – June 2015

**Software Development Manager**

Southfield, MI

- 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
- Taught team about Section 508 / WCAG / ADA compliance and how to code accordingly
- Managed team of 30 across numerous project tracks
- Created/staffed/trained dev teams in Manila, New Delhi, Hyderabad, Minnesota, Boston and Seattle
- Interviewed over 75 candidates for web developer positions
- Created responsive design component framework from scratch using HTML/CSS/AngularJS

**BLUE CROSS BLUE SHIELD OF MICHIGAN** August 2005 – October 2011

Detroit, MI

**Senior Application Developer**

- Interview potential employee candidates
- Created a new BCBSM Foundation site which won a bronze Wilmer Shields Rich Award
- Assembled streaming video platform for CEO Dan Loepp streaming media Webcasts
- Build dynamic websites using ColdFusion
- Created interactive training guides

**Ford Motor Company (contract from ASG Renaissance)** August 1999 - August 2005

**Technical Writer**

Dearborn, MI

- 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** (May 1998 - August 1999)

**Technical Writer / Project Manager**

Troy MI

May 1998 - August 1999

- Wrote service manuals using XML and ArborText
- Planned work for midsize and full-size truck technical writing group with ABT Project Workbench
- 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.** (2/1/96 - 9/1/96)

**Technical Writer**

Rochester Hills, Michigan

- 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

## **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)

## **INDEPENDENT WORK**

**TranspareX Corp** - [Cuvërd application](#)

**UX/UI Designer/Developer**

August 2020 - December 2020

- Created functional prototype using proto.io for mobile application
- Collaborated with product owner to bring the app vision to life
- Worked with product owner to build a user experience that will be the product's differentiator
- Built demos to be presented to board members and financial backers
- Converted the proto.io concept application to HTML/CSS/JS for handoff to app developers