

Zack Michels

Business Analyst | Prototyping, developing and managing solutions for web applications

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Knowland | 2011 - Present

Responsibilities

UI/UX Designer | 2011 - Present

- Builds designs (lo-fidelity to hi-fidelity) and end-to-end workflows for internal and client-facing experiences
- Rapidly iterates and adjusts features based on customer feedback, application usage metrics, and stakeholder input
- Enhances application experience by modernizing features based on web and mobile best practices
- Collaborates with software developers by engineering initial layout and design for new features and polishing final output

Business Analyst | 2017 - Present

- Generates ad-hoc reports and datasets on industry trends, client usage, and targeted data cleanup
- Streamlines agile process by serving as a liaison between product and tech teams to determine innovative solutions that consider technical limitations and product needs
- Traces through application codebase to identify and update bugs and enhancement points
- Acquired extensive knowledge of business logic and processes to support engineering and product teams

Product Manager | 2013 - 2017

- Supports internal and client-facing applications by working closely with helpdesk, client services, and sales
- Creates stories and bugs while maintaining backlog in accordance to stakeholder priorities and issue severity
- Writes comprehensive acceptance criteria and test case steps for QA
- Facilitates scrum initiatives including standups, grooming sessions, sprint planning, and retrospectives
- Managed six remote development team contractors by defining tasks, performing testing, and approving output before release | 2011 - 2015

Education

Virginia Polytechnic and State University

B.S. Industrial Design | 2010

Skills

Proficient:

Javascript
Highcharts
Photoshop
GIT

Experienced:

SQL
HTML5
CSS3
SCSS
AngularJS