# James Mulholland

|  |  |
| --- | --- |
| email | [jwmulholland@gmail.com](mailto:jwmulholland@gmail.com) |
| web | [http://jamesmulhol.land](https://fifthrevision.com) |
| phone | 651. 308.4488 |

# About Me

I have over 10 years of industry experience delivering quality software in complex domains.

at startups to large

Compelled by complex and high-level problem solving, my strengths lie in strategic and analytical thinking.

# Workday

## Product Design Architect

*Jan 2020–Present*

* Leading early stage efforts for design discovery in new product areas, architectural changes, and complex problems
* Leading efforts to define new directions for product vision
* Providing early stage response to critical experience questions or issues
* Estimating impact to existing concepts when refactoring or introducing new concepts
* Creating viable definition of design problems, handing off for teams to dive deeper and build
* Offering strategies to break down further design work, considering release timing, bundling of efforts, team structure and expertise
* Collecting and curating interaction patterns, advising on use
* Consulting across Workday for various strategic projects
* Collaborating with org managers to develop team processes
* Mentoring Sr. Designers and Researchers

## Principal Product Designer

*Oct 2018–Dec 2019*

* Senior leader for design practice: leading most early stage projects, running design critiques, defining and refining our design process
* Aiding product managers and chief technical architects in concept development
* Structuring team’s workload while balancing strengths and motivations
* Mentoring other designers in craft and process

## Sr. Manager, User Experience

*Aug 2016–Sep 2018*

* Grew team from 3 to 8 across three disciplines: design, research, and writing (documentation)
* Established UX as a product influencers, giving them agency in product teams and a collective ‘seat at the table’
* Responsible for managing UX of *all* the analytics platform capabilities including two new product lines: Prism Analytics and Analytic Applications
* Guided post-acquisition adoption/adaptation of interaction and visual design language
* Paid back design debt by revising conceptual model, clarifying language and defining repeated UI patterns
* Positioned designers and researchers as indispensable partners in the product vision process (Design helps guide the product definition from object model to UI copy)
* Maintained close integration with delivery teams, while promoting pragmatism for delivery while maintaining standards of quality
* Part of team to define Agile approach including product dev milestones, re-design scrum structure.

# Platfora

acquired by Workday, Aug 2016

## Manager, UX Design and Research,

*Apr 2016–Aug 2016*

* Managing product design and research efforts for a complex technical platform (3 designers and 1 researcher)
* Continuing to fill-in design efforts as needed for data visualization and cross-platform features
* Developing product experience strategy, including guiding principles
* Directing project to develop content strategy to guide and inform new users to the platform
* Developing a practice of “Design Studio” to develop a critique culture, coordinate team efforts

## Senior Interaction Designer

*Mar 2014–Apr 2016*

* Redesigned entire data visualization system, from creation and analysis interactions to visual aesthetics while envisioning future capabilities
* Designed novel “flow” visualizations combining concepts of flow diagrams with parallel sets and coordinates expanding our existing interaction model
* Directed research to leverage Kano model to improve the process for usability improvements, published poster to ACM SIGCHI 2016
* Created and ran “UX workshop” to evangelize the design team’s work and offer formal setting to gather cross-departmental input / and expose the design process and existing projects
* Developed and maintained a wiki resource to store all data from informal and formal research while involving external facing teams to extend the ‘eyes and ears’ of the UX team
* Served as Scrum-master for analytics team, shipping quality projects on time
* Provided primary vision for data pipeline and data analysis/visualization areas of the product.
* Developed competency of mapping and cartography, event-series analytics, complex data structures and visualization techniques
* Working closely with backend team, connected data structure requirements and interactions to ensure simple UX for complex location data could be achieved
* Applied cartographic principles to create an aesthetically pleasing map layer
* Served as Scrum Master for analytics team, shipping quality projects on time

# Education

## Masters in Human-Computer Interaction

*Carnegie-Mellon University, 2011*

###### Focus Areas

developing creative process, generative research methods, multi-modal interactions, complex information visualization, motion design

## Bachelor of Arts, Business Administration

*Illinois Wesleyan University, 2006*

* Marketing and Graphic Design Concentrations, Japanese Studies Minor.
* Senior level design courses, cross-disciplinary focus on design strategy and brand identity