Michelle Sargent

Full-stack Designer

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Professional Summary

Michelle has a decade of experience at the intersection of design, technology, and human-centered innovation. With a strong foundation in UI/UX Design and a passion for creating transformative internal experiences, Michelle leads cross-functional teams to shape intuitive, scalable, and inclusive solutions for Cisco's global workforce.

Design

Figma · Adobe Creative Suite · Prototyping · User Research · Wireframing

Development

React · TypeScript · Next.js · Vue.js · Tailwind CSS · Node.js

Tools & Platforms

Git · Storybook · VS Code · Jira · Confluence · Miro · MS Office

Methodologies & Practices

Agile · Design Thinking · User Testing · A/B Testing · Accessibility

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Senior Product Designer
Cisco Systems
2022 – Present

Leads design for Cisco IT's Insights Center application serving 90K+ internal users.
• Reduced development time by 40% through des/dev implementation practices
• Improved Product Owner satisfaction scores by 25% through UX research initiatives
• Led design for cross-functional team

Program Designer
IBM
2021 – 2022

Led the design for Learning from Incidents program, enhancing resilience engineering practices for 10K+ employees.
• Designed and developed website, videos, and training materials
• Conducted user research with 100+ participants
• Maintained accessibility compliance (WCAG 2.1 AA) across all materials

Chief of Staff
IBM
2019 – 2022

Strategic advisor got VP of CIO Design, managing design operations and team alignment.
• Facilitated OKR alignment across 10+ teams
• Point of contact for executive leadership on design initiatives
• Mentored 3 junior designers in modern design and multimedia practices

Associate Visual Designer
IBM
2016 – 2019

Specialized in creating design deliverables for diverse client portfolio.
• Created storyboards and videos for client presentations
• Collaborated with cross-functional teams to deliver high-quality design solutions
• Developed interactive prototypes for user testing and feedback

Digital Marketing Specialist
The Hartford Financial Services Group
2014 – 2016

Specialized in coding, creating, and testing email campaigns.
• Deployed 100+ email campaigns with 98% deliverability
• Conducted A/B testing to optimize open rates by 20%
• Coded with dynamic content for personalized user experiences

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Education

Bachelor of Fine Arts
University of Connecticut
2014
Minor in Digital Media

Certifications

• HarvardX CS50 Intro to Computer Science
• Google Cloud Conversational AI
• IBM F&O Management Assessment Program
• WorkBoard OKR Expert
• IBM Agile Iteration Management
• IBM Design Thinking Practitioner
• General Assembly: UX Design Immersive