

# CALEB MACKEY

## User Experience Designer Focused on Simplifying the Complex

### Experience

#### Berkley Technology Services

8+ years

- **UX Team Lead**  
Aug 2022 - Present

Currently leading a team of designers and developers and facilitating the direction and experience of an enterprise wide agent portal. Collaborating in a SAFe framework across multiple pods, product owners, and developers to deliver on time consistent designs, workflows, and overall experience.

- **Sr. UX Designer**  
Jan 2019 - Aug 2022

Responsible for direction and overall experience for a shared design system for new and existing applications. Mentor and guide other design members and facilitate adoption of ux within the organization. Designed an entirely new agent and insured portal experience, to better meet the needs of users, save time on workflows, and reduce the cost of implementation and maintenance.

- **UX Designer**  
Aug 2014 - Jan 2019

Primary focus to provide design direction for enterprise wide billing system rewrite. Responsible for research, screen and workflow improvements, and overall direction of UX and UI within the project. Other responsibilities included collaborating with designers to create a consistent design system for use across an ever expanding ecosystem of enterprise level applications. Helped create, maintain, and expand internal repositories for teams to utilize reusable resources. Designed, built, and managed our ux team site.

- **UX Design Intern**  
Jun 2014 - Aug 2014

Worked alongside two designers to learn and expand in UX and UI practices in an enterprise setting. Responsible for multiple tasks between existing projects and the ability to conceptualize and design a mobile app to present to stakeholders to begin understanding what mobile capabilities could look like within the organization.

#### Mumo Systems

3 years

- **UX Designer**  
Sep 2018 - Sep 2021

Designed the overall experience and flow for multiple Atlassian plugins, while adhering to existing Atlassian Design Guidelines. Designed help documentation for plugins and overall branding to promote the plugins within Atlassian Marketplace.

### Skills

**Problem Solving**

**Visual Design & Communication**

**Interaction Design**

**Information Architecture**

**Design Systems**

**Research & Testing**

**Application Development**

### Tools and Languages

**Figma | Sketch | XD**

**Illustrator | Photoshop | Indesign**

**Axure | Invision | JustinMind**

**Google Analytics**

**WCAG | ADA**

**CSS | SCSS | Bootstrap | Tailwinds**

**Angular (Basics)**

**Agile | SAFe**

### Education

**Bachelor of Arts in Graphic Design**  
additional focus in HCI & Computer Science  
Iowa State University - May 2013

### Certifications

**UXC**  
Nielsen Norman Group  
Issued May 2018

**UXC**  
The Interaction Design Foundation  
Issued Aug 2017



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