

Michael Bettencourt

UX Engineer

Creatively bridges the gap among users, business stakeholders, and engineers, resulting in the delivery of complex, yet intuitive applications via research, design, and front-end development.

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Chelsea MA

Experience

Liberty Mutual Insurance, Boston MA
Senior Software Engineer, UX Engineer April 2020 - Present

Lead engineering team in designing user experiences and effectively implement software development solutions for new products.

- Facilitate and lead customer journey mapping sessions, usability studies, design and prototyping efforts resulting in the delivery of applications supporting Liberty Mutual's Workforce of the Future initiative.
- Partner closely with senior management, business stakeholders, users, and engineers to ensure the user experience and product vision are aligned while remaining technically feasible.
- Program alongside engineering squad to implement designs and prototypes into production using modern frameworks including React and Node.js.

Software Engineer April 2018 - April 2020

Collaborated with engineering squad to deliver global applications supporting the annual performance management and merit cycles.

- Led engineering squad in usability studies, design, prototyping, and development efforts resulting in the delivery of a modern and intuitive merit allocation system, effectively retiring a legacy application.
- Contributed to software development, testing, and application support efforts to successfully deliver a cutting-edge performance management system, effectively retiring a legacy commercial platform. Team was awarded an Excellence Award.
- Performance and merit applications span a user base exceeding 40,000, translated into 10 languages, and is globally accessible in over 20 countries.

Technical Development Program July 2016 - June 2018

Participant in Liberty Mutual's two year accelerated technology rotational program.

- Worked as a Software Engineer among an engineering squad to deliver a solution matching new job postings to user preferences. Hired full time on to team.
- Worked as a UI/UX Lead among a team of 5 fellow TDP participants. Project involved re-writing a legacy application for Liberty Mutual Benefits with roughly 500 users. Our team practiced as an independent engineering squad with our own agile ceremonies.
- Worked as a Business Systems Analyst to analyze and test product features. Presented findings to management and engineers to help facilitate future product iterations.

Volunteering

University of New Hampshire
Peter T. Paul College of Business and Economics, Durham NH
G.O.L.D. Advisory Board Member September 2019 - June 2021

G.O.L.D. standing for Graduates of the Last Decade, advised the Dean and administration to improve young alumni involvement and undergraduate mentorship.

- Mentored a Sophomore, Paul College student by meeting bi-weekly to discuss strategies for internships, facilitated mock interviews, while offering advice and sharing personal experiences that helped me grow as a student in Paul College.

Education and Coursework

MassArt, Boston MA
Professional and Continuing Education
Course: User Experience Design
September 2021 - December 2021

University of New Hampshire, Durham NH
Peter T. Paul College of Business and Economics
Bachelor of Science in Business Administration
Information Systems and Business Analytics
May 2016, *Cum Laude*

Skills

UI/UX Design
User Research
Sketch
React
HTML
CSS
Javascript
SQL
Java
Agile (Scrum)

Achievements

2x Corporate Functions Tech Hackathon, 1st Place
2019 Excellence Award Recipient
Undergraduate Research Conference, 1st Place

Interests and Hobbies

Photography
Snowboarding
Mountain biking
Skateboarding
Fitness
Reading