

Robert S. Harris

UI/UX Designer & Engineer | UX Researcher | Product Manager

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Summary: Highly capable UI/UX designer & engineer, UX researcher, product manager, and producer with more than 10+ years of experience in UI/UX, SDLC, and product life cycle applying the human-centered design approach to interactive platforms and delivering the MVPs and final products that improved customer experiences for Fortune 500 companies and startups. Skilled in the UX engineering and design thinking process with tools such as Figma, Adobe CC, Miro, HTML5, CSS3, React, MUI, and Next.js. Entrepreneurial mindset who excels at managing relationships, collaborating with cross-functional teams, and exceeding client expectations. Human-centered design evangelist with a customer-focused passion.

TECHNICAL SKILLS

Figma, Principle, Adobe CC, InVision Studio, Miro, Mural, Optimal Workshop, Sketch, Justinmind, Jira, Asana, Trello, Wrike, Agile/Scrum, SDLC, HTML5, CSS3, JavaScript (ES6), Node.JS, MUI, React, Next.js, Next UI, Visual Studio Code, Oracle SQL, Liferay, WordPress, Sitecore, Adobe Analytics, Google Analytics, Facebook Business Suite, Shopify.

PROFESSIONAL EXPERIENCE

Founder/Product Manager/UI/UX Designer & Engineer/Web Producer | WorldShaker Interactive, Inc. (worldshaker.com) - 9/2007 - Present

- Founder, UX designer & engineer, and product manager with private clients in a range of industries. Highly skilled in relationship management and client retention
- Expert in cross-functional collaboration working from concept to launch MVPs and products serving millions of users
- Conducting secondary market research gathering and analyzing qualitative and quantitative data to identify business opportunities and understand customer behavior
- Planning, recruiting, and conducting generative research methods, interviews, and surveys to generate ideas and answers in the early stage of the product development process
- Creating product roadmaps to act as the single source of truth to help the cross-functional teams align around a single vision and set priorities.
- Worked with small businesses and large companies to design, engineer, and launch products using eCommerce solutions such as Shopify, Drupal, and WordPress
- Partners with stakeholders, UX design, and marketing teams engineering prototypes for the A/B testing using HTML, CSS, and JavaScript
- Clients include Sony Music, Dow Jones - wsj.com, Saks Fifth Avenue - saksfifthavenue.com, Cline Davis Mann - Pfizer, TV Guide Online - tvguideonline.com, Interactive Media Associates - touchtunes.com, Turner Broadcasting Inc. - thefrisky.com, Icon Nicholson, KBSP - bmwusa.com, CAHG - Omnicom Media Group

Digital Producer | Johnson & Johnson Design - 3/2022 – 7/2022

- Created and implemented the project plan, defined tasks, timelines, and resources, and managed and tracked the project deliverables for the minimal viable product (MVP) launch and phase II of the Johnson & Johnson Learning Experience Platform
- Collaborated with the digital experience team driving the usability testing phase to identify user problems, and goals and gather feedback and actionable insights resulting in a 25% increase in the net promoter score (NPS)
- Managed external vendors and collaborated with cross-functional teams tracking deliverables to ensure the quality of digital assets
- Collaborated with capabilities leads and PMO team members to define roles, and hire and allocate project resources
- Facilitated the daily standups and scheduled meetings with stakeholders and cross-functional teams to gain alignment on project goals, plans, and vision

Web Producer/UX Designer | KPMG - 4/2017 - 5/2020

- Redesigned and migrated the KPMG US Portal from SharePoint 2007 to SharePoint 2013 as an independent

contractor

- Designed and launched solutions that improved the user experience and work collaboration capabilities for 40,000 portal users of the KPMG US Portal and local offices
- Conducted contextual interviews with stakeholders and site-collection owners, and content managers to identify users' pain points, and goals, define problems, and ideate solutions
- Facilitated product roadmap workshops with executives, stakeholders, designers, and technical teams which resulted in alignment on UX vision, goals, and plan
- Created content inventory tools to strategize and map content to UI components to execute plans and accomplish the vision and goals of the content and UX strategy

UX Engineer I Pershing, Bank of New York Mellon - 4/2014 - 1/2016

- Working as an independent contractor, engineered the adaptive and desktop branding experiences for Pershing's client-facing trading platform
- Measurably improved the user experience on over 70 customer-facing websites using NPS, satisfaction rating, and ease-of-use rating
- Upgraded site functionality to comply with Americans with Disabilities Act (ADA) compliance requirements for equitable engagement and consumer accessibility
- Contributed to the product and UX roadmaps for the engineering team to establish our OKRs for the current, next, and future vision

EDUCATION & TRAINING

Bernard M. Baruch, New York, NY — Bachelor of Business Administration — Computer Information Systems

General Assembly - User Experience Design - Immersive Student - *03/2021 - 6/2021*

450+ hour User Experience Design program focused on user-centered design methods, affinity mapping, journey mapping, design thinking framework, UX and product road mapping, team collaboration, and client relations.

ACTIVITIES AND GROUPS

Interaction Design Foundation - Member

100 Sterling Street Block Association — President

American Society of Composer Authors and Publishers (ASCAP) - Member