

# Oliver Engel

Digital Product Designer

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## / EDUCATION

**Master's of Human-Computer Interaction + Design**  
University of Washington, Seattle

**Interdisciplinary Computing + the Arts**  
University of California, San Diego

## / WORK EXPERIENCE

**Product Designer** Seattle, WA   
**Boundless Immigration** July 2019 - Now 

- Collaborated with legal, business, customer service, and engineering stakeholders on projects ranging from a customer dashboard to complex internal operations tools.
- Owned the design systems and visual direction of all products; also established a comprehensive UI library.
- Shepherded multiple projects from research to sketch to launch, and learned to align stakeholder expectations with research, business goals, and design recommendations.

**Product Design Intern** San Francisco, CA   
**Collective Health** May 2018 - Jan 2019 

- Developed design system elements and helped ship the updates to customer-facing iOS and Android mobile apps.
- Developed interaction patterns for a complex insurance claims processing tool.
- Worked as an independent contractor after the internship, continuing to refine the mobile app design system.

**Web & Graphic Designer** San Diego, CA   
**AS Graphic Studio** Apr 2017 - Apr 2018 

- Worked with clients to design websites, graphics, apparel. Created custom branding for events and organizations.
- Developed websites using HTML/CSS/JS.

## / DESIGN

Design systems  
Experience design  
Illustration & icons  
Interface design  
Prototyping  
Visual design

## / TOOLBELT

Arduino  
Adobe Creative Suite  
Figma  
HTML / CSS / JS  
InVision  
Sketch

## / RECENT PROJECTS

**Green Card Application Dashboard**  
**Boundless Immigration**

Used research insights to design and implement an evolution of a core customer experience, resulting in an application dashboard that reduced common customer reach-outs by nearly 50%.

**Document Collection Experience**  
**Boundless Immigration**

Led the end-to-end design process for internal and customer-facing experiences around document collection and processing. Resulted in significant gains in processing times and drops in customer dissats.

**Pitch.ai**  
**Lean UX for an AI Startup**

Sole designer on a team of 10 engineering and business students, where I crafted a machine learning web app. Used prototype testing and market research to inform features, and gave a live product demo to Seattle venture firm PSL.

See more projects over on [oliverengel.com](https://oliverengel.com)