# PROFESSIONAL SUMMARY

Mike Cunningham has 18 years of professional UX experience. He has honed his craft by working as an Information Architect, Usability Analyst, UX Architect and is a firm believer in the power of strategy. His career covers the SDLC and ranges from consultant to SME; working in the software, energy, publishing, financial, among other verticals. He not only knows the importance of analytics and how the data will lead to the users and their habits but, also how user centered design leads to major improvements. Understanding how to merge user needs and business goals, to find the target area of overlap. You can view his LinkedIn profile here: <http://www.linkedin.com/in/mcunningham64>

# Major Strengths

* Working closely with Business, Technical and System Leads to identify and achieve the desired user experience.
* Improving conversion while raising customer satisfaction.
* Providing support to the UX Design and Development Teams from a UX architecture & framework perspective.
* Leading the UX team and acting as the point-of-contact to maintain alignment of the UI framework, Interaction Design, User Centered Design, Digital Artifacts and templates.
* Working with business to develop wireframes while visualizing the user experience architecture.
* Mentoring UX team with best practice of digital UI Patterns for native mobile and responsive web.

# Certifications

**Scaled Agile Framework SAFe Agilist**

Certification ID: 37943964-1308

# EXPERIENCE

8/2017 – 5/2018 (Accenture), Bellevue, WA : UX Frameworks Architect

* Analyzing and directing or modifying changes to improve UX for Responsive Web Design (RWD) Single Page Application (SPA) built using Angular 5 & Bootstrap 4.
* Directing or directly making changes to SPA to meet WCAG 2.0 – AA Accessibility requirements.
* Optimizing footprint for SPA to improve usability.
* Guiding business and development to ensure the best UX and maintain continuity.
* Advocating UX, working with product management & mentoring development staff.

8/2016 – 3/2017 (Shell), Houston, TX : UX & UI Designer

* Designing a Responsive Web Design (RWD) based on Bootstrap for an internal application used in O&G production.
* Producing design/prototype used by business for approval, as well as, IT for development.
* Guiding business and development to ensure the best UX and maintain continuity.
* Advocating UX, working with product management & mentoring development staff.

9/2015 – 4/2016 Contractor (USAA), San Antonio, TX : UI Producer

* Working with business and technical leads to improve the user experience while producing various digital projects (mobile, internal and external facing web based applications.
* Creating wireframes, information architecture and page flow digital artifacts. Inspiring and mentoring the Agile teams to maintain alignment with the member (user) needs.
* Optimizing the UX on several banking projects ranging from native mobile (iOS/Android) applications for their members (users); to banking tasks and internal bank representative workflows.
* Simplifying application flows to improve customer satisfaction.
* Leading cross-functional teams working in the Scaled Agile Framework methodology.

1/2013 – 8/2015 Canrig Drilling Technology, Ltd, Houston, TX : UX Architect & UX Designer

* Leading the user experience initiative, creating UX strategy, qualitative research, user centered design & user testing.
* Evaluating and developing positive user experiences using OS X for all of Canrig software products, including web, desktop, mobile (iOS/Android) and touch-screen HMI (monitoring & controls).
* Working in a coordinated effort on geospatial data concerning directional drilling and monitoring.
* Communicating the importance of user experience while working with executives, product owners and product line managers in an effort to best meet the expectations of both the business and end users.
* Delivering simplicity and order from the chaos of the past by designing a more positive user experience.
* Designing and developing prototypes for use in both web applications, as well as, HMI touch-screen (monitor and control systems).
* Acting as the voice of the customer/user and match their needs with business requirements.
* Performing qualitative UX research in the form of interviews and user centered design.

8/2012 – 1/2013 Contractor (American Airlines), Dallas, TX : Front End Developer & UX Designer

* Designing and developing positive user experiences on OS X using HTML/CSS/JavaScript, while looking for a long-term solution.
* Contributing during this time to the online passenger ticketing flows.
* Working in the Agile (Scrum) methodology.
* Streamlining customer shopping cart experience.

5/2012 – 8/2012 [Ciber](http://www.ciber.com/), San Antonio, TX : Senior Consultant

* Working with clients, developers and designers using OS X to build positive user experiences.
* Providing the interaction design model(s) built with HTML/CSS/JavaScript and working the developers to implement the final deliverable while maintaining alignment with the established UX architecture.

4/2010 – 5/2012 [Harland Clarke](http://www.harlandclarke.com/) Retail Channels, San Antonio, TX : Usability Analyst & UX Designer

* Creating wireframes to insure that all required items and/or functionality are accounted and maintained.
* Building user experiences while following the User Centered Design (UCD) method.
* Focusing on the end users needs, identifying them with research, analytics and/or marketing data.
* Creating personas and other digital artifacts to maintain alignment with their needs.
* Providing competitive analysis and heuristic evaluations to improve eCommerce sites.
* Developing strategies for new product eCommerce offerings.
* Working with business team members to improve and develop new offerings.
* Strategized and implemented a Google Search Appliance “GSA” faceted search for use in legacy websites.
* Supervised the implementation of site wide search on ATG (now known as Oracle WebCenter).
* Increasing user time on site, increasing conversion rates, increasing revenue and decreasing shopping cart abandonment.

4/2009 – 4/2010 [OPUBCO](http://www.opubco.com/) Communications Group, Oklahoma City, OK : Interactive Developer

* Working with teams of developers using Agile Scrum development methodology while striving to improve process and procedure, for improved web applications via continual improvement.
* Performing gap analysis of web software development methodology, to properly specify and implement the correct testing strategy.
* Working with web designers and developers to achieve website optimization for all products created by OPUBCO, whether for internal or external business owners using best practices.
* Streamlining and improving customer conversion.
* Used OS X including using Command Line.

4/2004 – 4/2009 Contract (Various), Oklahoma City, OK : UX Architect /Front End Developer

* Facilitating meetings with clients and/or business owners while discovering, business requirements and user experience needs.
* Designing UI concepts from gathered Information and creating proto-sites, interaction designs and UI design using HTML, CSS, and JavaScript / jQuery.
* Strategized and implemented multiple site SEO using schema.org.

8/2003 – 4/2004 YourOklahoma.com aka OK.gov ([NIC](http://www.nicusa.com/)), Oklahoma City, OK : Portal Architect

* Developed templates for PHP driven portal using HTML, CSS, JavaScript.
* Pushed for the implementation of state-wide usability, accessibility and Section 508, as well as, search engine optimization.
* Member of Governor Brad Henry's Task Force for Electronic and Information Technology for accessibility (Sub-committee 2, HB 1342)
* Designed and prototyped web site and information architecture for former Oklahoma Governor Brad Henry.
* Worked with various agencies to design a product that would allow low cost inclusion into the state web presence.

8/2000 – 1/2003 BroadVision Global Services, Dallas, TX : Senior Consultant

* Facilitating client meetings for the discovery of business requirements.
* Providing analysis and document business requirements with clients.
* Delivering solutions that fulfill corporate goals, utilizing user interface and information architecture for delivering BroadVision, dynamically driven, personalized web site.
  + Developed and implemented information architecture and templates for [Longaberger.com](http://www.longaberger.com/) InfoExchange Portal
  + Technical Lead for triage of Aviall.com One-to-One Content Management
  + Created web page layouts and prototypes for [SaudiAramco.com](http://www.saudiaramco.com/) Portal (including HTML/CSS/JavaScript)
  + Conceptualize and produce online [Virtual Tour](http://www.theusers.info/myrez/ExhibitVirtualTour/ExhibitVirtualTour.swf) for the [Saudi Aramco](http://www.saudiaramco.com/) Exhibition   
    based in Dhahran, KSA
* Conducting client reviews, enhancing customer relations to define future opportunities by providing value added services.

# SKILLS

* User Experience Design
* Interaction Design
* User-Centered-Design
* Web Analytics
* Axure RP
* Sketch
* Omnigraffle
* Visio
* Photoshop
* Illustrator
* Angular 5
* HTML 5
* CSS 3
* SaSS
* JavaScript
* jQuery

# EDUCATION

Oklahoma State University Institute of Technology - AAS

* Graphic Design