

Michael Sullivan

User Experience Designer



Strategic and versatile designer with 9 years of experience delivering intuitive experiences through clean and accessible user interfaces.

Authorized to work in the US for any employer

Work Experience

Lead User Experience Designer

Precisely - Boulder, CO

June 2020 to March 2021

Precisely acquired Pitney Bowes software and data business in June 2020.

- Lead and coordinated design process on 12 major features over a 9 month period with a team of 3 designers and 6 developers.
- Mentored two junior designers with weekly 1:1s to talk through challenges, provide feedback on designs, and plan upcoming work
- Effectively communicated design guidance to remote, international teams within agile process

Senior Interaction Designer

Pitney Bowes - Boulder, CO

August 2017 to June 2020

Lead designer across a number of customer interfaces with a focus on the EngageOne product suite, which allowed marketing organizations in the finance and insurance sectors to send personalized emails, videos, and SMS messages.

- Introduced Design Thinking methods to engineering and product teams. Lead lean process; discovering the jobs-to-be-done → sketching user flows → crafting visual layer
- Planned and ran usability testing, synthesizing results into actionable recommendations
- Contributed novel data visualization components and information design patterns to the Design System

Voice and Mobile Designer

Stage Capital - Denver, CO

November 2014 to January 2017

Stage's portfolio company, LogicTree delivers transit information for the State of Florida and the City of Los Angeles via IVR and Mobile apps.

- Design voice user interface and natural language models
- Conducted interviews with agency stakeholders and riders to define requirements and shape product strategy
- Developed UX approach with user stories, task analysis, journey mapping and personas

- Presented research findings and functional prototypes to secure seed-round funding for Ridetime mobile app

User Interface Designer

UpSync - Boulder, CO

January 2013 to October 2014

UpSync enables enterprises to securely distribute presentation materials to its sales force. It is used by more than 7000 people in number Fortune 500 companies. Charged with producing responsive, pixel-perfect UI designs.

- Distilled complex, ambiguous requirements into intuitive and elegant features
- Lead a squad design sprint to understand and design key user experience flows
- Coordinated agile workflow with backend engineer, front-end developer, and product owner
- Created UpSync's visual design system across devices and platforms
- Cultivated client feedback. Setup and monitored user analytics. Conducted user A/B tests and interviews

Visual Designer

Sounds True - Louisville, CO

November 2010 to December 2012

Contributed to making the publisher's 1000+ title audiobook library available in the iOS App Store. Provided interface assets production that resulted in \$100K revenue in the first year.

- Designed product icons and other graphic assets for iOS apps
- Responsible for the design and production of music and audio book packaging, books and digital assets
- Implemented new design workflows optimized for multiple-channel delivery. New products are seamlessly delivered as hard goods, ebooks, and mobile apps

Adjunct Instructor - Typography

Arizona State University - Tempe, AZ

August 2005 to September 2006

- Taught 2nd-year students fundamentals of typography, spacing, and composition
- Students explored type design through calligraphy, digital typesetting and finally through the production of posters and other printed materials

Education

Bachelor of Science in Design, Visual Communication

Arizona State University - Tempe, AZ

2003

Skills

- Wireframing (7 years)
- Prototyping (7 years)
- Sketch (6 years)

- User Experience Design (8 years)
- User Interface Design (8 years)
- Journey Mapping (4 years)
- User Research (4 years)
- Visual Design (9 years)
- Axure (2 years)
- InVision (5 years)
- Interviewing (2 years)
- Figma (2 years)
- Git (3 years)
- CSS (4 years)
- Usability (6 years)
- APIs (2 years)
- Mobile Applications (5 years)
- MySQL (1 year)
- Business Requirements (8 years)
- XML (4 years)
- JavaScript (3 years)
- Adobe Illustrator (10+ years)
- Agile (8 years)
- Web design (10+ years)
- Graphic design (10+ years)
- HTML5 (5 years)
- User research (4 years)
- Interaction design (7 years)
- IVR (3 years)

Links

<https://www.linkedin.com/in/michael-sullivan-work/>

Certifications and Licenses

Luma Workplace - Human-centered design methods

June 2020 to Present

LUMA Workplace is for everyone to learn and apply human-centered design methods.
www.lumaworkplace.com