

# Matthew Eng

engmatthewthomas@gmail.com  
732 742 9179 | matteng.me

## Summary

### UX Design Leader, Practice Builder, Research Enthusiast

10+ years experience in UX design. I build teams aligned to scalable processes for research, design, and delivery. Committed to leveraging Lean and Agile methodologies that clearly define roadmaps, align stakeholders, and create an environment for rapid iterations and impactful design solutions. A highlight of clients I have worked with include: American Airlines, AT&T, Blue Cross Blue Shield, Daimler, IBM, Ogilvy, Prudential, Symantec, and Whirlpool.

## Experience

**IBM | Senior Design Lead | Security | Austin, TX**

Jun 2019 – Present

As the Senior Design Lead, I installed the following practices ensure proper alignment with development and product management in IBM Security.

- Established hills writing practice to focus the product team on a larger product vision
- Trained designers on Agile methodology for writing epics and stories that align to hills
- Promoted frequent collaboration sessions for quick alignment on design direction
- Created research templates to train product team members on conducting structured and consistent Sponsor User sessions

**IBM | Team Lead | Public Cloud | Austin, TX**

Nov 2015 – Jun 2019

As the Team Lead, I established the practice of UX research to surface data on users, their needs, and how IBM Cloud products impacted their work.

- Embedded UX researchers into key areas of Cloud platform
- Trained UX researchers on Agile and aligning to design and development sprints
- Created guides for conducting heuristic reviews and simple usability studies
- Defined the Sponsor User Program engagement parameters for clearer expectations on client sessions and product outcomes

**Idean | Interaction Designer and Researcher | Austin, TX**

Apr 2014 – Nov 2015

Idean was a product design and development agency that specialized in enterprise solutions. As an Interaction Designer, I worked with clients such as AT&T, Alcatel Lucent, and IBM to lead discovery research, design interaction pattern libraries, and create icon languages.

**Klink | Senior UX Designer | Austin, TX**

Jan 2014 – Apr 2014

Klink was a mobile application that helped users share large media files. As a Senior UX Designer, I analyzed research gathered from 200,000 regular users to identify pain points and refine the experience that addressed the limits of mobile technology and data connectivity.

# Matthew Eng

engmatthewthomas@gmail.com  
732 742 9179 | matteng.me

Experience **BestFit Mobile | UX Designer | Austin, TX** Aug 2013 – Dec 2013

BestFit Mobile was an application design and development firm that specialized in mobile solutions for small and mid-size businesses. As a UX Designer, I lead discovery projects to help clients find lower cost mobile solutions.

**Mozido | UX Designer | Austin, TX** Mar 2013 – Aug 2013

Mozido was a mobile banking software development firm that offered mobile solutions for lower income markets. As a UX Designer, I lead the research and design efforts to create a mobile application for a banking experience to serve the unbanked population of Oakland, California.

**Austin Community College | Design Instructor | Austin, TX** Apr 2014 – Aug 2015

As a Design Instructor, I developed the curriculum for *Introduction to the UX Process* and *UX Design Portfolio* courses to guide students through the portfolio creation and job application process.

Other Experiences 2010 – 2013

Previous work experiences includes Golfsmith, Affiniscape, and Paddington Media.

Contribution

- TapSwipeClick.com, Industry Blog Creator, 2016 – Present
- TEDx, Speaker Coach, 2018
- AIGA Austin, Board Member, 2013 – 2015

Speaking

- Creative South, Columbus, GA, *Researcher of One Tips and Tricks*, 2020
- Eurio IA, Riga, *Designing Systems across Organizational Silos*, 2019
- ADDC, Barcelona, *Inclusive Research Practices*, 2019
- MidWest UX, Chicago, *Everyone Does Research*, 2018
- THAT Conference, Madison, *Democratizing Design Practices*, 2018
- Managing Design, Melbourne, *Bringing Creativity and Fun to Corporate*, 2017
- TEDx, San Antonio, *Building Teams with Trust*, 2017

Education

- Austin Community College, AAS in Digital Media, 2010
- School for International Training, MA in International Education, 2003
- Bucknell University, BA in Anthropology, 1997