

Matt Eng

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Summary

UX Design Leader, Design Operations Focused, Research Enthusiast

10+ years experience in UX as a Design Operations Manager, UX designer, and UX researcher. I build scalable processes for research, design, and delivery. Committed to leveraging Lean and Agile methodologies to clearly define roadmaps and align stakeholders. My work bridges teams across time zones to create highly collaborative and trusting environments for rapid iterations and impactful design solutions. A highlight of organizations I have worked with include: American Airlines, AT&T, Blue Cross Blue Shield, Daimler, IBM, Ogilvy, Prudential, Symantec, and Whirlpool.

EXPERIENCE

Genesys, Austin, TX - *DesignOps Manager*

April 2020 - PRESENT

I established the foundation for scaling a new UX practice from 18 Product Designers to a total of 52 UX practitioners with additional specializations in UX Research, Design Systems, and Design Strategy, in an all remote environment, across four time zones, during the uncertainty of Covid-19.

- Standardized the hiring process to prepare the team to grow from 18 to 52 in two years.
- Facilitated a structured remote onboarding program for 34 new hires
- Integrated the collective UX process with the Genesys software lifecycle
- Upgraded to Figma, onboarded 52 designers, 50+ PM, and 100+ Developers
- Planned and led three all-team events to foster creativity and comradery

IBM, Austin, TX - *Senior Design Lead*

November 2015 - April 2020

As a Senior Lead, I established the practice of UX research and the practice of Hills writing with the Design and Product management organization in Public Cloud and Security.

- Embedded a UX Research practice into key areas of Cloud platform
- Trained Designers and UX researchers in Agile and aligning to design and development sprints
- Established Hills writing practice to focus the product team on a larger product vision

Idean, Austin, TX - *Interaction Designer*

April 2014 - November 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.

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EXPERIENCE

Klink, Austin, TX - *Senior UX Designer*

January 2014 - April 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.

BestFit Mobile, Austin, TX - *UX Designer*

August 2013 - December 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 led discovery projects to help clients find lower cost mobile solutions.

Mozido, Austin, TX - *UX Designer*

March 2013 - August 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.

Other experiences

2010 - 2013

Previous experiences include Austin Community College, Golfsmith, Affiniscape, and Paddington Media.

CONTRIBUTION

- ADP Design Mentor, 2020 – Present
- Tapswipeclick.com, Industry blog contributor, 2016 – Present
- TEDx Speaker Coach, 2018
- AIGA Austin, Board Member, 2013 – 2015

SPEAKING

- UX Insights, February 2021
- UX Camp, May 2020
- ADDC, June 2019
- MWUX, October 2018

EDUCATION

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

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