

Michel Milano
Product Design and User Experience
Oakland, CA

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510.292.4766

Product Designer with extensive experience crafting a holistic, intuitive, and inclusive user experience for web and mobile products from conception to execution.

- Strategic, conceptual, and empirical problem solver.
- Passionate about synthesizing business goals and technology into a user experience driven by user needs and invention.
- Vision creator with hands-on execution.
- Director, leader, and mentor of design teams.
- Expert in strategic design thinking, design-driven product iteration, and interaction design.
- Thrives on complexity.
- Strong technical understanding and experience.

EXPERIENCE

Independent Design/Development

2017 – 2018

Self-directed product design work to develop ideas for machine-learning model operationalization and monitoring.

Director, Product Design/UX

Alpine Data (acquired by Tibco)

06.2014 – 11.2016

Director of Product Design/UX for Alpine Chorus, a data science/machine learning, and collaboration platform used by Fortune 500 teams for predictive business analytics.

- Product management and product design over ten releases.
 - UX is the key factor for positioning in Gartner Advanced Analytics Magic Quadrants in 2014 – 2016.
 - 10x increase in user growth after product design transformation (2015).
- Created strategic vision for product roadmap.
 - Decomposed holistic vision into incremental releases.
- Design and direction that unified separate tools into a single seamless product experience, with transformation to a new intuitive UI.
- Designed Touchpoints, a code-free application that makes data science accessible to anyone in the organization.
 - Expands the user-base for enterprise analytics.
 - Patent-pending.
- Designed the data-visibility, role, and permission new product features.
- Designed dashboard system.
- Manager, UX/product documentation team.

Design Director; Design Manager; UX Architect

CA Technologies

12.2009 – 12.2013

Creative director, group leader, mentor, and design evangelist for the enterprise Product Design organization.

- Lead on concept development and hands-on delivery of strategic design projects across multiple business lines/domains:
 - Application performance management
 - Network monitoring
 - Access and identity compliance
- Owner of the experience design system for CA products, web and mobile.
 - Unified user experience across multiple web and mobile products, including, tone, style, and visuals.
 - Defined the CA Mobile Design Language.

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- Created and designed Executive Insight, an application enabling IT-to-Business communication by connecting IT performance to key business metrics.
 - First internally-grown mobile application at CA.
 - CA's "most innovative product" of 2012.
 - Patent-pending.
- Creative director, product design group of twenty-six.
- Manager, west-coast design team.

User Experience Design Consultant

2008 – 2010

Key clients/projects:

- Evernote
- Mobile Payments (entrepreneurial)
- Essentia Software

Senior User Interaction Designer

PayPal

05.2007 – 06.2008

UX team lead in Merchant Experience/Partner Experience business line. Owner of design for business merchant accounts.

- Designed the next-generation reboot of the merchant platform.
 - Translated business requirements into design specifications and interactive wireframes for merchant accounts.
 - Refined UX improvements with iterative user feedback.
- Led design team for stand-alone payment products while working with international cross-functional teams.
- Pioneered Agile scrum software processes within PayPal. Planned and directed user experience team deliverables across multiple parallel sprints.

Lead User Experience Designer

CollabNet

05.2003 – 05.2007

User experience group lead for software development/ALM SaaS collaboration platform.

- Design leadership from requirements to implementation for all constituent apps and over five major releases.
- Responsible for interaction, interface, and design principles guiding the platform.
- Advocated, evangelized, and taught best practices and user-centered development to engineering teams.
- Mentored designer from junior role into senior leader.

Senior Interaction Designer

Intraspect Software

10.2000 – 05.2002

Senior Designer/Developer

Metrius / KPMG Consulting (originally Verso)

10.1997 – 06.2000

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SKILLS & TOOLS

Professional

- Agile (multiple flavors) & iterative design
- Deliverables – design scenarios, mockups, requirements specs, site maps, specifications, standards, user flow diagrams, wireframes
- Design thinking & product thinking
- Product/design evaluation – competitive/comparative analysis, cognitive walkthroughs, heuristic review, task analysis, informal user testing
- Prototyping – low to high fidelity
- Typography
- Visual design

Software

- Design tools: Adobe CS, OmniGraffle, Sketch
- Dev tools

Technical

- Front-end development; SCSS/CSS, JavaScript, web standards, HTML5
- Accessibility/508

EDUCATION

University of Illinois at Urbana-Champaign
B.F.A.