

Michael Stewart | Senior Product Designer (UX) | B2B SaaS | Research + Systems | Remote, US
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Professional Summary

Senior Product Designer with over 15 years of experience leading end-to-end UX for complex B2B SaaS and enterprise desktop applications. Proven track record of translating research into actionable and measurable outcomes across tax software, partner relationship management, and IBM-scale enterprise tooling.

- Increased payment product enrollment 16% and improved sales rates by 8 and 11% through research-led redesigns
- Led usability study with 100+ participants; methods included interviews, “office hours”, and diary study
- Fluent across the full design stack: design systems, UX & UI design, prototyping, and UX copy writing
- Nielsen Norman Group certified in UX Design and User Research

Skills

- **Product design:** UX & UI responsive and mobile design, information architecture, UX copy writing, design systems, UI component design, accessibility advocate (WCAG II)
- **Execution:** Prototyping, motion design, heuristic evaluation, stakeholder management, agile methodologies, cross-functional collaboration, and facilitating Design Thinking working sessions
- **Research:** User interviews, moderated and unmoderated user testing, survey design, A/B testing, diary studies, contextual inquiries, data synthesis, journey mapping, and personas
- **Tools:** Figma, Figma Make, Adobe Creative Suite, Framer, Miro, Jira, Confluence, Replit, Loveable, Claude, and ChatGPT

Professional Experience

Senior UX Designer | Drake Software | 2023 – 2024

- Sole UX designer and researcher for a team of 6 Product Managers
- Led redesign of Renewal and New Sales purchase flows, improving YOY sales by 8 and 11%, respectively
- Owned design and research for Drake Web Pilot. Recruited 100+ tax professionals and facilitated feedback sessions
- Conducted user interviews, usability studies, and created journey maps and personas to aid in project team alignment

Team activities included UX Minute presentations to educate the Product Management team on how to work with a designer.

Senior UX Designer | Impartner Software | 2021 – 2023

- Designed and shipped MVPs for Referrals, Marketing Development Funding (MDF), and Business Planning features for a B2B partner relationship management platform
- Designed data information dashboard architecture and early interaction model for status visibility and reporting (project in-progress at time of departure)

Team activities included design advocacy, design system improvements, and mentoring a junior designer.

Residential Home Inspector | Hood River Home Inspections | 2019 – 2021

- Clear, concise residential home inspections for real estate transactions

Design Lead | IBM | 2013 – 2019

- Led end-to-end UX for enterprise IT Operations tools, including microservice writing and deployment, cloud migration, operations analysis, and workload automation
- Partnered with engineering on delivery, tracking UX deliverables in GitHub
- Managed stakeholder alignment and facilitated Design Thinking workshops
- **Microclimate:** A Kubernetes-based microservice development environment
- **Connect-to-Cloud:** Cloud migration tool for IT Ops centers
- **Operations Analytics:** IT systems analytics tool for detecting system anomalies
- **Workload Automation:** Legacy tool for automating large, complex workflows

Adjunct Professor | Austin Community College | 2015 – 2018

Instructor in the UX Design Program of the following courses:

- Survey of UX Design: Real-world application of Design Thinking to a problem space
- User Interface Design 1 & 2: Beginning and advanced component design
- Prototyping 1: Bringing designs to life
- Mobile Design Patterns: The building blocks of a complete mobile experience

Senior Interaction Designer | NetApp | 2011 – 2013

- Designed on-boarding and installer flows for virtual appliance, reducing set-up friction
- Designed system alerts and admin workflows for enterprise system configuration and monitoring
- Designed directory integration and permissions experiences, including Lightweight Directory Access Protocol (LDAP) set-up and role-based access control (RBAC)

Education

- M.A., Multimedia, California State University East Bay, Hayward, CA
- B.A., Peace & Conflict Studies, University of California at Berkeley, Berkeley, CA

Certifications & Training

- Nielsen Norman Group: UX Design and User Research certifications
- Cooper U: Interaction design practicum
- Edward Tufte: Presenting Data and Information