

MIKE CRIVELLARO

Product Design Manager & Lead Product Designer

10+ years of experience designing award winning products with a proven track record in usability, presentation of big data, requirements gathering/analysis, and education of UX principles and heuristics.

WORK EXPERIENCE

IPTA, Remote — *Product Design Manager*

Sept 2023 - Present

- **Strategic Design Leadership:** Developed and executed a design strategy resulting in enhanced user satisfaction.
- **Cross-Functional Collaboration:** Fostered collaborative relationships, ensuring seamless integration of design solutions with other teams.
- **Talent Development:** Mentored team members, contributing to improved team efficiency. Instituted effective hiring practices, leading to the recruitment of top-tier Design, QA, and Technical Writing talent.
- **Product Innovation:** Led the ideation and execution of successful products, gaining industry recognition.
- **User-Centric Design:** Established user-centric design practices, resulting in a reduction in post-launch user issues.
- **Process Optimization:** Implemented streamlined design processes, reducing project timelines, and creating the ability for rapid prototyping using Business Intelligence tools such as PowerBI.

IPTA, Remote — *Lead Product Designer*

Nov 2021 - Present

- Designed and implemented a complex design system for Army Futures Command to use in applications on multiple technology platforms.
- Led the design of complex web and mobile applications, with a focus on presenting large data sets in a clear and intuitive manner to support Department of Defense and Army clients.
- Collaborated with cross-functional teams in an iterative/agile environment to define and execute the product vision, ensuring usability, accessibility, and user satisfaction.
- Developed high-fidelity wireframes, prototypes, and design specifications, leveraging UX principles and heuristics to enhance user experiences.
- Translated design concepts into functioning prototypes utilizing ServiceNow and R Shiny.
- Performed in-depth requirements analysis to translate user insights into actionable design solutions, aligning with project goals and technical constraints.
- Educated and mentored junior designers on best practices, UX principles, and design methodologies, fostering a culture of continuous learning and growth.
- Worked with development teams to ensure the implementation of designs aligned with intended user experiences.

CONTACT

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Nazareth, Pennsylvania

SKILLS

Professional

- Leadership and training
- Creativity
- Planning and Forecasting
- Management

Design

- Design Thinking
- Storyboarding
- Wireframing
- Low to High Fidelity Design
- Prototyping
- User Research
- Usability Testing
- Accessibility
- Website Analytics
- Agile
- Interaction Design
- Visual Design
- Data Visualization
- User Interface Design

TOOLS

- Figma
- Sketch
- Power BI
- R Shiny
- HTML, SCSS, CSS
- PHP, MySQL
- Adobe Creative Cloud

- Coordinated with stakeholders and project managers to prioritize features, meet project deadlines, and deliver high-quality designs.

Central Intelligence Agency, Washington, DC — *Design Lead & Strategist*
Jul 2018 – Oct 2021

- Designed and developed custom web applications and hired and built highly functioning multi-disciplinary teams to produce finished intelligence products for senior stakeholders in the federal government.
- Facilitated design workshops that drove product strategy and involved product team members and stakeholders in the human-centered design process.
- Managed project requirements, scope, and timeline with respect to office threshold and resources while ensuring stakeholders' active participation with the project.
- Shaped design and product strategy by conducting discovery research and aligning business objectives with customer desirability and tackling critical user pain points.
- Directly managed projects from conceptualization through development, implementation, and maintenance.
- Ensured teams were highly motivated and performing by providing adequate training, feedback and critique mechanisms, resources, and mentoring.
- Conducted design walkthroughs and presentations that effectively communicated design decisions to internal and external agency stakeholders.

Central Intelligence Agency, Washington, DC — *Senior Product Designer*
Feb 2013 – June 2018

- Led design on numerous different projects, with an emphasis on UX strategy, information architecture, research, visual design, and data visualization.
- Led the design team on the Presidents Daily Briefing app, used to brief the President and senior policy makers.
- Collaborated with software engineers to provide design direction and style guides and wrote production level HTML/SASS/CSS code to meet project deadlines.
- Managed large-scale infrastructure projects to transition applications to Amazon's Commercial Cloud Services.
- Designed and developed mobile and web applications, websites, and data visualizations using HTML, SASS, JavaScript, Angular, PHP, WordPress.
- Designed and evaluated the usability of products, focusing on accessibility based on WCAG 2.0 and Section 508.
- Mentored junior designers, acclimating them to a unique environment, and recognizing opportunities for professional growth and training.

EDUCATION

Pennsylvania State University, University Park — *Bachelor of Design – Graphic Design*
Aug 2007 – May 2012

- ServiceNow
- WordPress
- Joomla
- Git
- GitHub
- JIRA
- Azure DevOps
- After Effects
- Premiere Pro

PROFESSIONAL DEVELOPMENT

Certified Usability Analyst
Human Factors International
Jul 2016 – Aug 2016

Six Sigma Yellow Belt
US Federal Government
Apr 2018

Career Analyst Program
US Federal Government
Oct 2015 – Apr 2016

LANGUAGES

- Spanish, fluent conversational