**Skye Sant**

UX EVANGELIST | LEAD PRODUCT DESIGNER | SERVANT LEADER AND TRANSFORMATIONAL DIRECTOR OF PRODUCT

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**PROFILE**

15+ years of industry experience as a champion for design thinking - thoughtfully defining problems, collaboratively iterating designs, communicating across the org, and delivering valuable digital products to market. Transformational leader and manager with clear user-centered vision and excellent communication building UX capabilities, and stakeholder trust, across entire organizations. Strategic and flexible hands-on UX/product designer with expertise in evolving designs to meet shifting needs and business objectives.

**CAREER HIGHLIGHTS**

LEADERSHIP

Directed the conception, research, design, development, and iterative improvement of innovative SaaS platform MVP (soup to nuts) with a cross-disciplinary product team of 5; brought to market via agile development under budget in < 1yr.

PROCESS IMPROVEMENT

Eliminated costly production rework by instituting sprint n-4 UX research process; using data, insights, use cases, and business requirements to create storyboards, sketches, diagrams, wireframes, mockups, and functional prototypes.

SPEED + QUALITY

Led in creating design assets 2 sprints ahead, accelerating development lifecycle efficiency and enhancing user-centered quality.

INNOVATION + TEAM BUILDING

Conceived, established, and led skunkworks inside Xyleme, promoting a culture of innovation by championing best-in-class modern software practices, user-centered design mindsets, and resilient, excellent communication.

**EXPERIENCE**

**DIRECTOR OF UX AND PRODUCT DESIGN** | COALFIRE | Jan 2019 - Dec 2020

Provided strategic direction for the company's first internal design department and boosted scalability through best-in-class UX practices. Aligned product around a shared vision, mentored teams, and collaborated with stakeholders. Created user research and UX deliverables.

* Matured and modernized large-scale company by instituting and refining best practices in user-centered design
* Restructured product design strategy to support technical constraints, organizational goals, and continuous improvement
* Delivered unprecedented cohesion and innovation across multiple products (B2B, B2C, and internal tools)
* Built shared and supporting design operations system, resulting in closer collaboration and problem-solving with product managers, engineers, executives, and cross-functional stakeholders

**DIRECTOR OF PRODUCT DESIGN**  | PLEXIE, A XYLEME INC. INNOVATION LAB | Dec 2016 - Sept 2018

Focused on three core aspects of product design (systems design, process design, and interface design) and all functions of program management. Assisted in conceiving, establishing, and leading 5-person Innovation Lab to deliver inspiring and compelling user experiences. Created all user research and UX deliverables as the sole product designer.

* Produced 5-star rated, responsive web app by utilizing Jobs To Be Done framework to get insight into customer needs and motivations which informed product design and strategy
* Anticipated and aligned the company s trajectory for the future by transforming technology trends, insights, and data into intuitive and accessible designs

**DIRECTOR OF INTERNAL DIGITAL STRATEGY**  | PROLOGIS | Feb 2015 - Dec 2016

Guided cross-disciplinary project teams in connecting UX to business value, translating design strategies into business opportunities, and developing the strategic direction of the product design org. Drove product design roadmapping, project planning, and task prioritization. Managed enterprise design team; guided development of UX deliverables.

* Pioneered first UX/Digital Strategy Director role inside Prologis, a global company; the first department to apply user feedback to iterate on new and existing tools
* Digitized and standardized operational processes by developing usable and intuitive UI and supporting systems for 5+ bespoke digital tools
* Expanded business capability and improved employee experience with internal-facing digital tools and processes
* Created targeted, easy-to-use products by clarifying complex concepts with product teams (researchers; content strategists; interaction, visual and web designers; engineering, product management, and vendors)

**UX STRATEGY + PRINCIPAL UX DESIGNER** | SKYELINEDESIGNS CONSULTING (FOUNDER) | Jan 2005 - Feb 2015

Inspired companies to push their boundaries of user research, design quality, and process leading to measurable product improvements in a fast-paced environment. Built consensus across all org levels by synthesizing complex information, illuminating trade-offs and opportunities, and influencing stakeholders. Created user research and UX deliverables, often as the visual + interaction designer working with an in-house team.

* Evangelized UX practices and inspired user focused product design in shaping products and designing scalable programs
* Decreased development time and cost while boosting usability and quality by infusing data-driven and human insights into design deliverables at every stage of the product lifecycle

**LEAD UX ARCHITECT + DIRECTOR OF USER EXPERIENCE STRATEGY** | THINKTANK | Feb 2013 - May 2014

Cultivated high performing cross-functional teams by championing collaboration, mentorship, cultural competency, design thinking frameworks, and innovation. Created interaction and visual design and all UX deliverables.

* Launched and directed the company's first UX department, mobile app, and company-wide UX processes which increased operational excellence, revenue, and scalability
* Increased deliverables quality and reduced process time by 50%
* Simplified desktop and mobile UI, providing intuitive user experiences for complex products serving global users

**EDUCATION**

University of Colorado at Denver | Bachelor of Fine Arts: Digital Design (HCI, UX) | 2009-2013

Brigham Young University | Bachelor of Science: Secondary Education Certificate teaching English, Science & Math

**CORE SKILLS**

UX DELIVERABLES

User research, usability testing, design thinking, sketching, user flows/ workflows, storyboarding, storytelling, content strategy, interactive prototyping, wireframing, mockups, iterative design

DESIGN

User experience design (UX) (UED), user-centered design, ideation, creative/ art direction, information architecture, multi-disciplinary collaboration, user interface design, interaction design, visual design, information architecture/ taxonomy, instructional design, pattern library (DesignOps), agile/ lean methodologies

LEADERSHIP

Digital and product strategy, UX capacity building, product development, team + talent development, recruit + coach + mentor, culture transformation, leadership, stakeholder management/ influencing, OKRs, presentation skills, verbal communication skills, time management, analytical skills, enthusiastic, ambitious

TOOLS

Adobe Creative Suite, Design tools, Sketch, Adobe XD, InVision, Lookback, Lucidcharts, Visio, Trello, Jira

TECHNOLOGY

iOS, Android, responsive, web design, agile development, scrum, multichannel, cloud based, enterprise, B2B, B2C, SaaS

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