



**Sean Harris**  
Product Designer

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## Overview

I help organizations leverage modern design to drive customer value & business impact. With 8+ years of experience, I can support most strategic and or tactical needs.

## Experience

### **Sr. UX Designer, Macmillan Learning, Mar 2019 – Dec 2019**

- Led the design of cross-portfolio onboarding improvements. Activities included numerous collaborative workshops, intake sessions, journey visualizations, prototypes and follow-up discovery plans.
- Led cross-portfolio stakeholder education on remote service blueprinting. Service blueprinting was adopted as the primary visualization for cross-portfolio alignment on the customer journey.
- Led a cross-portfolio initiative to visualize the adoption lifecycle and identify gaps in customer data. Activities included collaborative workshops, funnel visualizations and a follow up JTBD research plan to fill any gaps in data.
- Led a cross-portfolio initiative to improve the orgs ability to measure qualitatively and quantitatively. Activities included collaborative workshops, product analytics demos and collaboration with product leadership on the creation of a business case for improvements.
- Led executive sponsored eCommerce design team process improvements that included collaborative discovery workshops, Lean UX canvassing for intake and the implementation of SCRUM.

### **Co-Founder, Design Leaders Group, Aug 2018 – Present**

- Co-founded an inclusive community of designers who are pursuing a leadership career path. Our community advances the practice of design leadership by providing exclusive presentations, collaborative workshops, mentoring and free design services to local businesses.
- Established initial sponsor relationships with TEK Systems Staffing and Galvanize.
- Led design of the spring 2019 presenter series on "Team Culture & Management" spanning 4 local in-person events over 4 months that included live webinar access.
- Led design of the Panel Discussion on "Healing from Job Related Rejection".



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*Experience continued...*

**Sr. UX Designer, Angie's List, Oct 2018 – Dec 2018 \*Contract**

- Led a remote design workshop for the Angie's List product team to generate data visualization design concepts for testing
- Generated dynamic Axure prototypes using the output of the design workshop.

**Lead UX Designer, Sling TV, DISH TV, Feb 2018 – Oct 2018 \*Contract**

- Led executive sponsored design process improvements alongside key UX and business stakeholders including hypothesis workshops, quantitative data review, creation of user test panels and qualitative design testing.
- Mentored UX team members on the new processes.

**Lead UX Designer, seanharr.is, Sept 2017 – Feb 2018 \*Contract**

- Collaborated with overseas engineering teams and local business stakeholders to design a Youtube driven insights platform for a local music industry startup.

**Lead UX Designer, Ria Digital, May 2017 – Sept 2017 \*Contract**

- Led a discovery initiative to support multiple international money transfer products that included a blend of qualitative research and co-design workshops.
- Collaborated with the local Denver Product Managers and Developers on product design workflow improvements that included Aha idea scoring support and Jira design ticket management.
- Led UX team members for various tasks including deconstruction of existing MVP products (heuristic evaluations, technical flow diagramming).

**Lead UX Designer, Rachio (IoT Startup), Jan 2016 – May 2017**

- First Product Designer on the ground who established all initial research and design workflows including SCRUM for design, contextual inquiries, surveys, interviews, prototyping and qualitative design testing.
- Led the v03 redesign of the Rachio mobile app including evaluative research, collaborative workshops, technical flow diagramming, prototyping, testing and high-fidelity handoff to dev.
- Led the design of a cross platform design system inspired by Google Material design supporting all major platforms including iOS, Android and Responsive Web.
- Mentored UX team members for various activities including research, workshop strategy, UI Design and style guide management.

*Additional 4 years past experience available at LinkedIn or my portfolio [www.seanharr.is](http://www.seanharr.is).*



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## Current Focus & Skillset



### Problem Discovery

Framing the business challenge for success. Tools like the Lean UX Canvas help ensure alignment on the business challenge and that all teams have enough information to contribute towards the solution. KPI scorecards and Cynefin estimates help prioritize work consistently.



### Journey Visualization

Aligning the "frontstage" customer journey with the organization's "backstage" supporting processes using tools like Service Blueprinting reveals hidden opportunity and translates ambiguous tribal knowledge into organizational focus on your service.



### Participatory Design

Cultivate a shared understanding, multiply the quality and quantity of solutions for any initiative while drastically reducing the time to market using tools like Design Sprints, Sketching Workshops and Liberating Structures.



### Research & Experimentation

The combination of qual and quant research helps insulate and optimize the direction of your roadmap. Tools include product analytics, surveys, interviews, design testing and other types of experimentation.



### Design Systems & UI

Reduce time to market and improve service consistency with UI strategies for iOS, Android and web. Frameworks include Google Material Design, Bootstrap, Foundation & others. Prototyping with Invision, Sketch, Justinmind and or Axure.



### Design Operations

Remote or in-person process experimentation for improving collaboration, speed to market, risk reduction, managing workload, cultivating shared ownership and thriving cultures with frameworks like SCRUM.