

Letter 18

Russell R. Ryan
Letter18.com

512-998-4018
rusty3r@gmail.com

Work History

Freelance, Senior Designer

Hot Schedules, 04/18 – 08/18

Research, product improvement efforts and mentoring junior designers on product & user experience teams at HotSchedules, Razorfish, the Dell Experience Design Group and others.

Lead Product Designer

AffiniPay, 01/17 – 03/18

Pioneered and managed UX for AffiniPay products. The lean UX process involved customer development, user recruitment, usability testing. Established user proto-personas through internal collaboration. Led the redesign of branded apps, documented all design system patterns & specs. Contributed to improve my team's self-managed agile process as development team sprint captain.

Senior Experience Designer

Charles Schwab, 05/14 - 12/16

Principle UX designer on the Schwab Intelligent Portfolios product. Collaborated with product owners and managers to plan the evolution of Schwab's robo-advisor product and spin-off products. Assisted in training a growing team of UX designers & managers.

Senior Experience Designer

Dell, 08/10 - 03/14

Collaborated with multiple internal teams to document a design standards library, design diagnostics tools, support pages, product detail pages, user interface improvements and an online catalog.

Senior Interactive Designer

Schematic, 07/08 - 08/10

Collaborated with business partners, local design resources and managed off-site production designers to rapidly design and launch multiple lines of Dell & Alienware products.

Education

Interactive Communications
Ringling School Art & Design

Design Skills

Accessibility
Agile Methodology
Customer Development
Data Reporting
Design Thinking
Generative Research
Interaction Design
Lean UX
Product Design
Prototype Testing
Usability Interviews
Qualitative Research
Service Design

Recognition

Austin Changemaker Series 2018
Design thinking for social change.

Webby Award Winner
Dell IT Hardware/Software

SXSW Contest Finalist
Pepsi Contest: What's Your Pitch

Platinum Adrian Award
Marriott Hotels: Plug In website

Design Software

Adobe Creative Cloud
Abstract
Confluence
InVison
JIRA
Sketch
Sublime Text Editor