# Profile

Multi-talented User Experience Designer with over 10 years of proven experience creating inventive designs, functional demos and wireframes for development and presentation purposes. Outstanding managerial ability, demonstrating strong communication skills while leading, motivating and training a creative team in order to provide the highest quality service to clients. Adept in accomplishing organization goals while unifying user insights, product management, and design leadership.

# Experience

Leader, Designer, User Experience Architect, HD supply FM, Atlanta GA — Jun 2016-present

Leads the App and e-commerce experience team to provide creative direction and ensure an optimal experience for our customers. Collaborates with colleagues to promote an inter-disciplinary design approach and philosophy.

* Extensive experience in software life cycle as needed to define, design, build, test, and release product

# Ryan Payne

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* Supports and participates in business development and marketing efforts as necessary
* Understanding of typography, responsive layouts and palette development
* Researches and tracks advancements in mobile application design patterns

lead UX Designer, BlackLine inc, Woodland Hills ca — oct 2013-nov 2014

Collaborated closely with Directors, CEO, and product managers to define features and benefits of upcoming projects. Collected user, product, engineering feedback, heuristics, and analytics to inform and improve UX features and behaviors throughout the application.

* Created wireframes, user flows, storyboards, and prototypes, and other UX deliverables
* Managed multiple concurrent design projects work independently, with minimal direction
* Collaboratively supported UX team initiatives such as creating design and brand guidelines
* Managed the design, delivery and implementation of a new enterprise technology

Senior User Experience Designer, NOstress app, santa monica ca — Sep 2012-Oct 2013

Specialized in understanding users and creating innovative design solutions that support customer needs and business objectives. Conducted user research to measure user reaction and use of website systems.

* Synthesized client needs, technology requirements and user research into a defined model
* Sought to see and guide the big picture vision that ensures the ideal end user experience
* Achieved effortless mobile transactions to create memorable user experiences
* Created memorable experiences that converged digital with physical

User Experience User Interface Designer, Music stream, los angeles CA — oct 2012-sep 2013

Created initial design concepts on both consumer and client facing projects and provided design support as needed. Produced wireframes, mock-ups, task flows, and UI specifications as needed to guide implementation and testing.

* Collaborated with team members to ensure intended designs remain intact throughout project lifecycle
* Defined Interaction Design's deliverables and placement in the overall requirements to design process
* Created web mobile responsive conceptual front end UI designs
* Partnered with core teams to drive digital and product service offerings market

Business Account Manager, Apple Inc, los angeles CA — sep 2009-july 2013

Business Account Manager responsible for quarterly Sales. Maintained upstanding business relationship through objective thinking and problem solving. Created enhanced work flow to achieve maximum productivity for small and medium-sized businesses.

* Contacted business customers for engagement purposes
* Created technical solutions for business customers and production companies

User Experience User Interface Designer, WordSlam, los angeles CA — Aug 2007-sep 2009

Adept at delivering high-quality interfaces by applying proven design principles. Usability work included task and object analysis, card sorts, heuristic evaluations, user profiles, personas, scenarios, and others. Produced wireframes, mock-ups, task flows, and UI specifications as needed to assist implementation and testing.

* Ensured that decisions were made in the interest of the optimal user experience
* Provided quantitative and qualitative user research and technical documentation
* Managed and mentored team of 4 mid and junior user experience designers
* Provided design and usability input for consumer and enterprise-level Web-based products

# Education

ArtCenter College of Design, Transportation Design 2002-2004

Santa Monica College, Art & Art History 1999-2002

# Skills

Interactive Prototypes, Wireframes, Mockups, User Flows, Site Maps, Pixel-Perfect Comps, UI Pattern Library, Style Guides, Design Documentation, Usability Studies, Usability Tests, A/B Tests, Research briefs, Task flow completion analysis, Strategy Planning & Analytics.

Platforms:

Enterprise, iOS, Android, Desktop, Responsive Web, Tablet

Software Tools:

Adobe CC, Sketch, Axure, Balsamiq, Omni, JIRA, Confluence, SAFe, Websphere Commerce, InVision, Proto.io

Process Methodologies:

Agile, Scrum, Kanban, Squads, Lean UX, IxD, UCD,SDL

# References

*Addam Driver, Software Engineering Leader, and Architect*

Ryan is arguably one of the best UX/UI guys I've ever worked with. It's rare to see someone have a passion like he does. As a UI Developer I like having him around when we are talking technical designs because his approach and vision inspires us to be more creative.He is a straight shooter and works well with other UX/UI & UI Developers. Ryan likes to be involved and his instructions are very clear. Haven't had 1 major issue in the time we've worked together. Most if any intense discussions were on a "how can we...?" and "why the heck..." kind of situations. All are always productive and time is never wasted. This guy is a powerhouse that most companies can hardly appreciate. He get's my full support as UX/UI. Dude is outstanding!

*Bill Hayes, Sr. Manager IT Ecommerce*

Ryan has a ton of personality that is reflected in the designs he creates for both Mobile and desktop experience's. He always finds a way to make people smile which yields better partnerships and collaboration within the team. He has a solid work ethic that leads to great use cases, workflows and a nearly flawless 1st pass design. He's takes constructive criticism well and iterates quickly to keep stakeholders and other team members moving. Ryan is a franchise player for our UX team. His knowledge of eCommerce from both a desktop & mobile perspective is excellent. He's sees potential customer choke points and works to ensure a frictionless experience for users trying to transact with our company. I'm confident he'll be leading a team of his own in the future.

*Carolyn Gawkowski, Product Designer*

Ryan is a joy to work with. He is devoted to problem-solving and he is great a relationship-building. One of the most important qualities a UX Designer can have is empathy, and Ryan has an abundance of it.

*Gregory Burns, Director of Software Devlopment*

Ryan was great to work with during his time at BlackLine. Driven, intrinsically motivated, engaged - Ryan's work was solid, he was a great collaborator and always a pleasure to be around.