**AARON GREEN**

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User-centered design leader with 17+ years of multi-faceted experience injecting partnerships with a culture of empathy to help management understand user behavior's nuance. Comfortable in ambiguity when focusing on emergent vision for cross-platform, agile design solutions. Excellent remote collaboration skills across multiple disciplines and professionally tuned to managing and owning rapid iteration, test, and evaluation efforts without bias.

**SKILLS PROFILE**

**USER-CENTERED DESIGN**

· IDEO, Nielson Norman, and Luma methods conscious designer with recipes for transforming task flow observation and analysis into interventions that make things better

· Experience diagram evangelist focusing on current state understanding of key pain points

· Usability scriptwriter and moderator with attention to quantitative patterns, qualitative insight analysis, and ability to effectively present key research findings

· Versatile designer with a toolbox of methods suited according to awareness and understanding of the challenge and the solution maturity

**COLLABORATION**

· Strategy coordination with stakeholders to align goals, and establish test and evaluation objectives

· Audience conscious storyteller and active listener who attends to others’ stories by summarizing learnings and analogizes for brevity and familiarity as appropriate

· Preference for diverse team collaboration, equity in fellowship, and inclusive credit sharing

· Participant in all UX team exercises, to embrace the shared team struggle, especially when challenging

**LEADERSHIP**

· Self-directed and versatile lead skilled at generating validated solutions for large and small agile development teams and mentoring designers and non-designers about the design process

· Strongly convinced that every team member is also a teacher in their own right

· Subscriber to understanding that imitation is humanity’s most fundamental skill which builds emotionally intelligent relationships that reflect trust in example and creates a memorable toolkit

**ADDITIONAL SKILLS**

**ORGANIZATION AND SELF DEVELOPMENT**

· Founding contributor to Foresight Design Initiative accelerating equity and ecological balance

· Welcomed teammate suggestion of LUMA institute practitioner training to level up the team

· Independently completed private pilot ground school to understand aeronautical decision making

**SOFTWARE**

· Abstract, Adobe Creative Suite, Sketch, Figma, InVision, DSM, Flinto, Trello, Miro, Office, Slack, Skype, SharePoint, Confluence, Jira

· Experienced designing for Universal Windows Platform, SharePoint

**WORK EXPERIENCE**

**Boeing / Jeppesen - Aviator**

*User Experience Design Lead, Seattle; 2017-current*

Competitively innovated the Aviator iOS application while leading a team of designers using accessibility best-practices in collaboration with flight deck experts. Focused attention on pilot user research for evidence-based concept development to achieve validation for milestones.

· Teamed up with Apple in Cupertino for a design sprint with customers and business analysts to rapidly define operations and interactive concepts.

· Took initiative with multiple partner applications to envision an integrated dashboard for awareness.

· Used test pilots and flight simulators to iterate on concepts into simple, intuitive workflows.

· Conducted competitive analysis to identify requirements and differentiators against which to evaluate design prioritization.

· Managed communications and expectations in usability test sessions, remotely, and at trade events.

**Microsoft - ContractWeb**

*Senior User Experience Designer, Bellevue; 2017*

Collaborated with content owners to re-envision an inconsistent and outgrown employee portal for standardizing purchase contracts with vendors. Created responsive portal UI System following UWP and SharePoint standards. Tested options with international accountants and attorneys while working offsite, providing weekly status updates and evolving landing page visuals for test and evaluation.

· Iterated on the “My Requests” dashboard to visualize status and request details at a glance

· Lead QA effort with development teams based in Bellevue and India over Skype to ensure that we all met expectations as a team.

· Completed project with time to expand the scope to include a rework of the search experience to match the rest of the newly overhauled ContractWeb.

**Microsoft - MyOrder**

*Senior User Experience Designer, Bellevue; 2013-2016*

Lead the redesign of MyOrder, an ML & AI-driven procurement system. Empathized with user pain points via Skype interviews to create an innovative holistic purchase order requisition and approval process. Introduced a breadcrumb style timeline header UI with affordance for error status at each milestone to help users identify and address disagreement in proposal content.

· User research helped to persuade stakeholders that focus on assistants using this tool with ambiguous familiarity on behalf of management.

**EDUCATION, CERTIFICATION**

**Luma Institute**

*San Francisco, CA / UCD Practitioner*

**School of the Art Institute of Chicago**

*Chicago, IL / Visual Communication*