



102 Greystone Lane, Cedar Creek, TX 78612  
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I'm a user experience designer expert in workflow and interaction design, complex web applications, and design for a variety of audiences and skillsets. I am looking for an opportunity where I can inspire, innovate, and invoke positive change in daily life.

## USER EXPERIENCE

Intuit, Mountain View, California (currently remote out of Austin, Texas)  
Principal Product Designer, August 2016 - present

Tech 4 Intuit, formerly Enterprise Business Solutions division, supports internal enterprise applications used by Intuit employees. I led design for projects as varied as Salesforce Sales and Care tools, ecommerce reusable checkout flow widgets, licensing UIs for supply chain managers and manufacturers, the employee purchase portal, and more. Most recently, I worked on one of Intuit's largest initiatives, the Intuit Expert Platform (IEP), which provides onboarding and support for the extensive seasonal and contract workforce at the heart of TurboTax Live and QuickBooks Live. Alongside stakeholders, I brainstormed, designed, and prototyped a unique scheduling system that enabled experts to create a work schedule from a dynamic pool of available shifts, accommodated staffing fluctuations during seasonal peaks, and helped our contingent workforce provide our customers with the best tax and accounting support possible.

Freelance User Experience Consultant, August 2015 - August 2016

I specialized in startups and new products with limited time and engineering support, helping get design and research off the ground quickly and effectively.

Clients: Phantom Cyber, Zettata, Paysa, ABUV Media

Inadco, Palo Alto, California  
Senior Interaction Designer, December 2012 - June 2015

I was the sole designer and researcher for a cost-per-lead mobile advertising solution supporting large and mid-tier businesses. I led all user experience efforts including brainstorming, feature scope, field research, product design, usability testing, and UI QA.

Shape Security, Mountain View, California  
Senior User Experience Designer, March 2012 - November 2012

I was the first designer at this early stage security startup, responsible for branding, marketing materials, visual design, and interaction design conceptualization for a nascent security technology.

Google, Mountain View, California & Zurich, Switzerland  
User Experience Designer, January 2005 - March 2012

I supported multi-million dollar projects as either the sole designer or within UX teams that included other designers and researchers. Key projects include Google AdWords and Google Fiber. I also provided continuing UX support and office hours for various internal CRM and recruiting tools used by Google employees.

Oracle, Redwood Shores, California  
Interaction Designer, December 2003 - January 2005

I designed interaction flows and screens for the Oracle Enterprise Manager database web applications with the guidance of principal designers. I created UI mockups, participated in user testing led by researchers, and made design recommendations based on study results and HCI process.

## TECHNICAL WRITING

I was a technical writer from July 1998 to July 2002 at IBM, Impresse, Ariba, and SpinCircuit. For brevity, details about my technical writing career are not included here, but available upon request.

## INDUSTRY ACTIVITIES

Advisor/Mentor, Alumni Advisor Network, Carnegie Mellon University School of Computer Science  
March 2016 - present

Guest Speaker, Catching the Next Wave podcast, "The Courage to be Different," S06E03  
April 2020

Guest Lecturer, Global Dynamic Teams, Carnegie Mellon University Silicon Valley  
March 2020

## PATENTS

Multiple inventors, Google. Targeting Nearby Geographic Locations Associated with a Campaign. U.S. Patent 9,043,223, filed August 2012 and issued May 26, 2015.

Multiple inventors, Google. Geographical Targeting for Content Management of Campaigns. U.S. Patent 9,053,495, filed August 2012 and issued June 9, 2015.

## EDUCATION

Carnegie Mellon University, Pittsburgh, Pennsylvania  
Master of Human Computer Interaction (MHCI), August 2003

University of California at Davis  
Bachelor of Arts in English, with Honors, June 1998

## TRIVIA

I live on a 28 acre working horse ranch with seven horses, a miniature donkey, two Pomeranians and a Chihuahua. I am working on my memoir about three decades of wild adventures with horses and the slightly off beat people who love them.

*Jessica*  
MIGNONE

References available upon request.