Contact Me

 [http://www.mikehough.com](http://www.mikehough.com/)  mike@mikehough.com

 312-451-3608

 linkedin.com/in/michaelwhough

#  My Skills

### ux design

* research
* task analysis
* information architecture
* interaction design
* personas

### ui design

* wireframes
* prototypes
* interface design
* responsive design

### visual design

* typography
* color selection
* style guides

### development

* basic html
* basic css

### programs

* figma
* balsamiq
* adobe photoshop
* adobe dreamweaver
* adobe indesign
* adobe experience design
* adobe animate
* sketch
* invision
* balsamiq
* ms office

#  About Me

I am a UI/UX & Visual Designer with over 22 years experience designing responsive websites, mobile & web based applications. I have experience taking a project through its entire life cycle from concept to completion. I also address interaction design, site- maps, create sketches, wireframes, visual designs and prototypes all while employing the best UX practices.

#  Full Time Experience 2014–2017, 2018 - Present

**Baxter** | 2022 - Present | Senior Principal User Experience Designer

* + Converted application visual design to dark mode themes
	+ Assisted with user research by drafting questions for usability testing
	+ Collaborated with design system implementation
	+ Collaborate with developers to improve design/development communications
	+ Created an audit system to QA UI development

**Shift4 Payments** | 2021 - 2022 | Senior Product Designer

* + Performed user research by interviewing customers and doing user tests
	+ Designed a gift card creation and sales tool
	+ Designed a loan application tool
	+ Performed user research on Lighthouse Business Manager by doing a UX analysis, creating wireframes & user flows, conductiong user interviews and creating a new menu structure

**Jirav** | 2020 - 2021 | Senior User Experience Designer

* + Performed user research by interviewing customers and doing user tests
	+ Designed a collaboration tool for adding financial data
	+ Designed a new feature announcement tool
	+ Designed a new tool to add financial drivers to data models
	+ Performed a UX analysis and designed several updates to fix issues

**ViewPoint** | 2018 - 2020 | Senior User Experience Designer

* + Created and ran multiple user tests on mobile applications
	+ Designed a streamlined mobile navigation for primary mobile app allowing users to customize which links they want as favorites
	+ Designed a multi app strategy for ViewPoint’s mobile applications
	+ Redesigned a form builder allowing users to create their own forms
	+ Designed mobile app to help service technicians
	+ Designed mobile clock in/clock out system for construction sites
	+ Researched and designed standard application error screen

**Oracle/Textura** | 2014 - 2017 | Senior User Experience Designer/Architect

* + Set up and ran a UX group bringing designers and developers together to facilitate a more collaborative environment
	+ Lead efforts to create a cohesive style guide to bring all applications under the same look while fixing several usability issues
	+ Work with product owners to create a better user experience as well as more visually appealing applications
	+ Created a two factor authentication system for banking application

#  Education

**Bachelor of Fine Arts** Illinois Institute of Art; Chicago, IL June 2000

Degree:

Multimedia Production and Web Design

#  Consulting and Contracting 2000 – 2014, 2017 – 2018

## Contracting Highlights

**Baxter** | UI/UX/Interaction Designer

* Worked on medical device software to improve its overall functionality
* Restructured application navigation to simplify user intercations
* Recreated the user flows to make processes simpler for users
* Worked with subject matter expert to restructure patient data to simplify how it is presented
* Simplified navigating between patients

**Cisco** | UI/UX/Visual Designer

* Recreated Cisco’s Customer Support portal
* Simplified the case creation process by converting to a search based system allowing users to have more autonomy
* Added a functional case details page allowing users to progress their cases
* Collaborated with developers to allow the functionality of the designs to work within Pega the system used to manage the portal
* Created project specific style guide matching Cisco’s UI kit

**Aon Hewitt** | UI/UX/Visual Designer & Front End Developer

* Collaborated with Hewitt’s two top salesmen to redesign their internal sales tool
* Redesigned Senior Navigators website simplifying the process to search and sign up for Medicare supplemental insurance

**Coupon Trade** | UI/UX/Visual Designer & Project Manager

* Oversaw a team of designers and developers and monitored projects and deliverables
* Trained print designers how to be web designers
* Created all user flows for e-commerce site including:
	+ Creating an account
	+ Advanced search & filtering
	+ Posting a product
	+ Making a purchase
* Lead site design efforts
* Designed and animated Flash banner ads

## Additional Contracting Roles

My roles in these companies varied from: UX/Visual Designer & Animator, UI/UX Interac- tion/Visual Designer, Visual Designer & Front End Developer, Web Designer & Front End Developer, Email Designer & Front End Developer or Web Designer & Animator.

* Future Finance
* Discover Financial
* MTC Performance
* CVS Caremark
* Personalization Mall
* Rowe International
* Newark
* Motorola
* Razorfish
* Walgreen’s
* Digitas
* American Medical Assoc
* Tribal DDB
* Next Wave Media
* Office Depot Max
* Argonne Labs