

Adam Matthews

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EXPERIENCE

Atos, Chicago IL *Principal, Digital Experience & Design*

April 2021 - PRESENT

Chicago, Illinois, United States

Lead and manage Digital Experience & Design (DXD) team, comprising UX and visual design

Provide strategic direction for DXD as a practice; this includes the team's culture, tooling, design processes, and sales support activities

Drive hiring of new designers, as needed

Tailor design approaches to client needs and situations

Coordinate with other practice leads to plan and staff engagements

Lead early stage client working sessions and determine design strategy

Collaborate with other practices to share knowledge, get input, and gain efficiencies across the engagement team during delivery

Build internal and client understanding of design practices and approaches to drive more successful outcomes

Support experience-related sales discussions and activities

Write experiential aspects of statements of work, including design approaches and staffing plans

Continue to perform UX Manager duties & responsibilities

UX Manager, Digital Experience & Design

March 2017 - April 2021

Led UX workshops and design sessions with clients

Helped craft UX and DXD approaches and assets

Delivered UX design (research, workshops, IA, IxD, etc.)

Reviewed UX work from teammates

Grew understanding of UX and DXD within organization, resulting in stronger design sales and delivery

Provided input into UX staffing plans

Provided input into experiential aspects of statements of work

Assisted in growing UX team

SKILLS

Design Team Leadership
UX / Design Strategy

Design Work Planning &
Prioritization

Cross-discipline collaboration

UX Mentorship & Development

Human-Centered Design

Interaction Design

Information Architecture

Design / User Research

Usability Studies

EDUCATION

Carnegie Mellon University

*Masters of Human-Computer
Interaction*
2008

University of British Columbia

*Bachelor of Science -
Cognitive Systems*
2007

LANGUAGES

English — *Fluent*

French — *Some fluency*

Spanish — *Basic understanding*

Networked Insights, Chicago IL
User Experience Architect

March 2015 - September 2016

Solitary ownership of user experience, including delivery of all UX deliverables

Collaborated closely with Product Managers, supporting Product activities as / when needed

Strategized with Product leadership to determine best approaches

Innovated the platform experience to provide better utility for users while respecting technological limitations / barriers

Tahoe Partners, Chicago IL
Senior User Experience Consultant

May 2014 - March 2015

Created innovative designs for client tools / experiences, including finding medical providers as a patient

Supported client research team on strategic efforts

Owned UX design delivery for a new offering microsite

Razorfish, Atlanta GA
Senior Information Architect

March 2014 - May 2014

Crafted detailed designs for the flight choosing & booking flow

Interpreted existing research and IA assets built by a previous designer

Roundarch Isobar, Chicago IL
Senior User Experience Designer

April 2013 - February 2014

Collaborated with other UX designers on a large-scale design initiative, owning particular flows while also providing feedback and mentorship

Defined experiential needs and requirements based on research and/or stakeholder research

Defined experiences via experience maps, journey maps, information architecture, etc.

Supported user research / usability study activities, as needed

Owned UX client deliverables on small- to medium-sized engagements

Collaborated with project management to identify and plan upcoming UX design and user research needs

User Experience Designer

Jan 2011 - April 2013

Owned UX client deliverables on a given engagement (included information architecture, interaction design, and usability testing)

Collaborated with project management to identify upcoming UX needs
Conducted research activities, including in-depth interviews, competitive assessments, and heuristic evaluations

Rosetta, Cleveland OH
Senior User Experience Designer

November 2008 - December 2010

Owned UX client deliverables (included information architecture, interaction design, and usability testing)

Drove UX activities and deliverables across business teams on a longer-term client engagement

Conducted research activities, such as in-depth (user / stakeholder) interviews, stakeholder interviews, competitive assessments, and heuristic evaluations

Synthesized & applied research outputs through personas and experience briefs

Occasionally documented functional requirements