

DREW MATTKE

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CAREER PROFILE

User Experience Senior Manager with over 20 years' experience in Information Technology and Management Consulting with Infosys, AT&T and six independent organizations. Lead UX Design teams in projects at over 20 organizations. Specialist in e-commerce with effective AI implementations for web and mobile applications.

Core competencies include Team Leadership, User-Centered Product Design, Contextual Design, Workshop Facilitation, Design Management and Process, Design Thinking, HCI, Information Architecture, Agile Methodology, User Research, Usability Testing, Interaction Design, Wireframing, Prototyping, User and Interaction Flows, Content Strategy.

Deep experience using and training on design tools including Adobe Creative Suite and Figma.

CAREER HIGHLIGHTS

- Generated \$25 million additional revenue representing UX Design in marketing presentations at Infosys/WD; clients included Toyota, Broadridge, Nike, Bank of America and Hewlett Packard.
- Enhanced user performance by 150% improving interface designs for Broadridge Financial Solutions.
- Increased revenue by \$6 million by extending design and support contracts at WESCO International.
- Built strong client relationships and helped shepherd refreshed interface design on converging internal tools.

PROFESSIONAL EXPERIENCE

INFOSYS/WONGDOODY, New York, NY 2016-2023
WongDoody, subsidiary of Infosys, a dynamic design agency known for its innovative and creative approach to solving design challenges. Hired by Infosys, promoted to leadership role within WongDoody to advance user interface design practice for their clients.

Senior Manager, Product Design

Managed teams to meet design challenges for over 20 clients; built successful product designs for AT&T, Bank of America, HP, WESCO, Unilever and dozens of smaller firms. Represented UX Design in prospect presentations generating new sales of over \$25 million. Led Workshop Facilitation sessions focusing clients on design for users.

- Increased revenue by \$6 million by extending design and support contracts at WESCO International.
- Built strong client relationships and helped shepherd refreshed interface design on converging internal tools.
- Enhanced user performance 150% improving interface for Broadridge Financial Solutions.
- Saved \$100,000 training cost by creating and delivering Figma training sessions to internal design staff.
- Led design project creating Artificial Intelligent Agent system at Unilever.

TK20, Austin, TX 2015-2016
This small company delivers technology solutions to higher education institutions. It offers software platforms for data management, assessment and analytics to manage student success and institutional effectiveness.

User Experience Manager

Excelled leading 14 direct reports performing responsibilities such as presentation layer design and code of a large web-based application. Spearheaded front-end development direction to modernize older, rigid codebase.

- Worked efficiently with product management team and improved agile process by building effective professional relationships across the organization.
- Enhanced team core skills by 40% by coaching immediate staff on efficient, process focused output.
- Improved internal design processes by leveraging Adobe toolset to create prototypes and rich documentation.
- Excelled creating UI prototypes, wireframes, and usability test materials, complete with developer notes, streamlining the design process and ensuring a user-centered approach, contributing to 55% improved product design and functionality.

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NIMBOXX, Austin, TX

2013-2015

This company provided hyper-converged infrastructure solutions in simplified data center operations by integrating storage, compute, and networking into a single, standard rack-mounted appliance.

User Experience Architect

Directed operations of an innovative firm which included product design, requirements gathering and implementing an agile process flow within the company. Delivered both desktop and mobile deployments.

- Redesigned entire UX architecture to modernize and dramatically improve users' experience.
- Improved usability of product by over 300% as tested with users.
- Managed the Agile development team to deliver projects in a timely manner within budgeted constraints.

ServiceMesh, Austin, TX

2010-2013

Provider of cloud management and governance solutions, offering a platform for enterprises to manage applications across multiple cloud environments. Company aimed to simplify and optimize cloud services, enabling businesses to efficiently manage, secure, and deploy applications across diverse cloud infrastructures.

User Experience Architect

Designed information architecture of products to manage virtualized and cloud-based infrastructure.

- Conducted user experience designs and used formal and informal usability tests for desktop and mobile clients.
- Earned Agile certification as both Scrum Master and Product Owner with Mountain Goat Software.
- Implemented mature UX design process across the organization.
- Communicated vision, design objectives, and strategy to senior leaders, collaborating with four Agile teams.

EARLY CAREER

Planview, Austin, TX

2009-2010

User Experience Architect

Global Era, Austin, TX

2008-2009

User Experience Architect

Optaros, Austin, TX/Boston, MA

2007-2008

User Experience Architect

AT&T, Austin, TX

2001-2006

Senior Technical Director, User Experience Design

EDUCATION

UNIVERSITY of NEBRASKA, Lincoln, NE

French Studies

UNIVERSITÉ de la SORBONNE, Paris, FR

French Studies

UNIVERSITY of NORTH CAROLINA, Charlotte, NC

French, Business, Computer Science

PSI Institute, Charlotte, NC

Associate's Degree, Computer Science