WAYNE HIGGINS

Design leader driven by a passion for the intersection of technology and human-centered design. Breadth of experience across industries that informs practical focus on product delivery. Exceptional interpersonal and communication skills proven to lead accomplished cross-functional teams.

EDUCATION

M.A DEGREE

Architecture

Massachusettes Institute of Technology (MIT)   Graduated 2010

B.A DEGREE

Product Design

Bournemouth University, Dorset, U.K.   Graduated 2000

SKILLS

UX/UI

Adobe Suite, Axure, Sketch + Invision, Flinto, Expression blend - SketchFlow

CAD

SolidWorks, ProENGINEER, AutoCAD, Rhino, NX I-deas Masters Series, CATIA, SketchUp, 3D Studio Max,

SCHOLARSHIP/PATENTS

Listed inventor   2006 - Present
> 8 U.S. Patents

Research Scholarship   2006 - 2009
Media Lab - MIT

Merit Scholarship   2009
Graduate School - MIT

EXPERIENCE

JULY 2018 - JULY 2019 | FAMILY | AROUND THE WORLD

Professional Sabatical

- "Our bravest and best lessons are not learned through success, but through misadventure" – Amos Bronson Alcott

JUNE 2016 - JULY 2018 | MICROSOFT | REDMOND, WA

Senior Design Manager

Led a team focused on data and database migration tools, products and services. Drove understanding of complex, tier-one customer data/database structures to optimize migration to the Azure cloud.

- Supported all data/database migration tools and services offered by Microsoft, including Azure Database Migration Service, Database Migration Assistant and SQL Server Migration Service.
- Led creation of future-focused, successive E2E data and database migration workflow prototypes that influenced product roadmap and development investment decisions.
- Championed UX research collaboration, including rolling usability audits and new feature user evaluations across all MSFT data/database migration-related sites and services. Delivered insights that validated investment in high priority usability bugs.

JUNE 2015 - JUNE 2016 | IMS HEALTH (IQVIA) | SEATTLE, WA

Senior Product Design Manager

- Led a global team of designers supporting product management business objectives for the IMS Health (now IQVIA) CRM solution. Drove generation and management of all required design deliverables (personas, mental models, user flows, wireframes, prototypes, UX testing etc.) for multiple features throughout all design/development cycles.
- Ensured consistent UI pattern usage across all products in the IMS technology and solutions suite while partnering with UI Engineering teams to augment and evolve front-end UI framework.

JAN 2014 - JAN 2015 | MICROSOFT | REDMOND, WA

Senior Program Manager (UX)

- Coordinated engineering development efforts for MSN Travel apps across the native Windows 8 app, Windows Phone app and iOS and Android apps.
- Partnered with PM and Development teams during feature design, spec writing and review.
- Optimized and aligned the MSN Travel app experience across multiple canvases- web, mobile and PC apps- while also leading the MSN travel marketization upgrade feature ensuring common content was pushed to all apps on all canvases in all markets simultaneously.
- Implemented and ran daily scrum (Agile) meetings for our PM, Dev and Test teams while also triaging daily test/beta builds with Dev, Test and PM stakeholders.

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EXPERIENCE Cont...

JAN 2011 - JAN 2014 | MICROSOFT | REDMOND, WA

Senior U.X. Designer

- Lead designer of navigation and application framework redesign for the Dynamics CRM Orion release launched Oct 2013. Developed rich client experiences for mobile apps, browser clients and tablet apps.
- Provided full UX Support for all CRM content publishing activities/features.
- Drove cross-functional team collaboration efforts and forged constructive partnerships with internal and external customers and partners.
- Championed design thinking throughout the entire development process to create high quality, integrated, highly desirable products. Crafted numerous prototypes to socialize design solutions that satisfied customer requirements.
- Strengthed work practices and production discipline. Shipped three product releases over a three year period.

JAN 2010 - JULY 2010 | THE MEME | CAMBRIDGE, MA

U.X. Design Strategist

- Projects included market research, design strategy, product design, and GUI design for consumer products, as well as innovative solutions for diverse online services and applications.

2006 - 2009 | MEDIA LAB (MIT) | CAMBRIDGE, MA

Research Assistant

- Performed cutting edge technological research in advanced shared electric vehicle and urban infrastructural design and development.
- Mentored and led student design teams, created and taught CAD classes to undergraduate and graduate students.

2003 - 2006 | NORTH AMERICAN SCIENTIFIC | SEATTLE, WA

Project Manager and Design Engineer

- Led a satellite engineering team responsible for design, development and manufacturing of breast and prostate cancer radiation oncology treatment medical devices.
- Drove all facets of the design process from concept generation through product development, regulatory approval, production and end user support.

REFERENCES

> " Champions of great user experiences don't simply make products better for their users. They also make the people making the products better. I am a better leader, and designer, because of working with Wayne "

Chris Irwin *Creative director - Google Assist*

> " A key thing I look for when joining a company and/or team is their culture and values. A group that focuses on their users but also aim to grow talent, open doors and enable opportunities. This is at the core of Wayne Higgins. "

Carl Thomas *Senior interaction designer - Google*

> " The key reason I chose to work with Microsoft was the opportunity to work with and learn from extraordinary people, Wayne is a key example of that person. "

Prashanth GanapathyRaj *Product Lead, Microsoft*