

*I focused on helping customers create meaningful experiences through strategy, research and design.*

## EXPERIENCE

**Aug. 2016** | **PEGASYSTEMS** | Cambridge, MA

**Present** | *Experience Design Lead*

### 2020 - Present

- Lead and mentor a centralized group of user experience designers embedded in cross functional teams
- Collaborate with senior management on establishing business and technical context to develop holistic Design strategy - ensuring alignment on vision, planning and desired results while tireless advocating for the end user and helping to balance those needs with those of the business
- Based on challenges given, work with cross-functional teams to establish Design process, methodology and activities across various stages of the software development lifecycle
- Facilitate the execution on a comprehensive Design Strategy that delivers at all scales, and work towards meeting usability benchmarks and KPIs
- Empower experience designers to define quality standards, externalized them with the cross functional teams, and uphold them during implementation
- Work with resource managers to drive accurate UX resource planning

### August 2016 - 2020

- Work with clients in providing user experience thought leadership on multiple delivery projects
- Manage experience design within cross-functional (Three-Legged Stool) delivery teams
- Partner with business stakeholders and development teams to craft and execute UX project plans to build appropriate deliverables
- Plan and facilitate cross-functional Design Sprints and Story Mapping  
Conduct UX reviews of in-flight applications and provide findings and recommendations
- Conduct user research using methods such as contextual inquiry, user interview, surveys, etc. to identify user behavior patterns, pain points and other feedback
- Conduct usability testing throughout the lifecycle of projects to validate assumptions made in the forms of mockups, prototypes and in-development applications
- Inspire teams beyond good usability to user delight by promoting beautiful while usable and cutting edge design
- Evangelize a cohesive user experience via the consistent use of interaction and UI elements
- Partner with UI developers to execute visual design

## SKILLS

In-depth experience leading embedded design teams using Design Thinking principles to deliver useful, usable, and scalable products

Expert knowledge and experience planning and conducting user research using various methods

Extensive experience working with cross-functional teams using Agile, SAFe, Lean UX and other methodologies

## EDUCATION

Brooks Institute of  
Photography  
Santa Barbara, California  
Bachelor of Science  
June 1997

Art Institute of Southern  
California  
Laguna Beach, California  
Bachelor of Fine Arts  
December 2003

# Gary Wang

UX Strategy & Design

Redondo Beach, CA

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**Sept. 2007** | **NORTHROP GRUMMAN** | Redondo Beach, CA

**Aug. 2016** | *Senior UX Designer*

- Oversee Northrop Grumman Internet and Intranet websites' UX research, UI design and front-end development by instituting user centered design methodology
- Lead team to establish company's social media presence
- Oversee projects to implement company-wide Sharepoint intranet and content adhering to branding standards.
- Redesign public facing websites utilizing company's new branding
- Develop and maintain UI framework for web and mobile applications

**Sept. 2004** | **ANALYZESOFT, INC.** | San Diego, CA

**Dec. 2005** | *Senior Web Designer*

- Work with software developers in software development for clients in the financial field
- Design, develop and implement new web interfaces, graphics and layouts

**Dec. 2000** | **DESIGN CONSULTANT** | Redondo Beach, CA &

**Present** | Taipei, Taiwan

I help clients and organizations navigate through complex problems by combining analytical thinking and creativity. I use quantitative and qualitative data to build a deep understanding of problems and engage stakeholders and users through human-centered methods to develop products and solutions that meet their needs best and integrate emerging trends.

**Mar. 2000** | **RADIXONE** | Marina del Rey, CA

**Mar. 2002** | *Senior Web Designer*

- Client web site project conceptualization, design, mechanical layout, and front end coding
- Works with team of application developers, DBA's, usability engineers, coder and designers

**Oct. 1997** | **CORBIS IMAGES** | Los Angeles, CA

**Jan. 2000** | *Image Special Effect Artist / Graphic Designer*

- Image Manipulation using photographers' imagery for stock sale
- In charge of designing stock photography catalog in both print form and Multimedia CD

## CONSULTING CLIENTS

3M

Anthem

BNY Mellon

Chevron

CIT

Fiat Chrysler

JP Morgan Chase

NASCO

Oriental Bank

First Tech Credit Union

BMW

PACCAR

Merck

California Association of  
Winegrowers

Bank of America

Hansen Financial

Fidelity

IRS

VA

SoCal Edison

## TOOLS

Sketch

Figma

Adobe Creative Suite

Mural

Whiteboard

Notebook