

Gary Wang

UX Strategy & Design

Redondo Beach, CA

+1.310.908.6969

garypix@gmail.com

I focus on helping customers create meaningful experiences through strategy, leadership and design.

PROFESSIONAL SUMMARY

Human-centered design leader with 25+ years of experience driving digital transformation through UX strategy, design leadership, and cross-functional collaboration. Proven record of scaling UX teams, elevating design maturity, and aligning enterprise user experiences with business outcomes. Adept at building and leading high-performing design teams, establishing design operations, and embedding UX into enterprise product roadmaps. Currently leading initiatives to integrate Generative and Agentic AI into design research, prototyping, and decisioning to deliver measurable improvements in customer experience, efficiency, and ROI.

EXPERIENCE

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

Present | Experience Design Lead

Leadership & Strategy

- Define and drive enterprise UX vision, strategy, and design principles across diverse industries.
- Lead and mentor centralized and embedded design teams, scaling capabilities and elevating UX culture.
- Spearhead the adoption of AI-driven design tools (prototyping, journey mapping, automated personas) to accelerate discovery, improve decision-making, and enable personalization at scale.
- Implement design quality frameworks with measurable KPIs to assess and communicate UX impact.
- Develop resourcing and operational strategies that support high-velocity delivery while maturing organizational design practices.

Consulting & Delivery

- Delivered UX thought leadership for Fortune 500 clients in financial services, government, healthcare, and automotive.
- Facilitated executive workshops (Design Sprints, Story Mapping) to align stakeholders, define MVPs, and accelerate go-to-market readiness.
- Advocated for enterprise design systems and UI consistency in partnership with engineering teams.
- Conducted end-to-end user research and usability testing, directly influencing enterprise product adoption.

SKILLS

UX Strategy

Design Leadership

AI integration for UX

Design Thinking

Lean UX

User Research & Testing

Agile Methodology

Cross-functional Team
Facilitation

DesignOps

UX Maturity
Development

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

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

Aug. 2016 | *Senior UX Designer*

- Led UX research, UI design, and front-end development for internet and intranet platforms serving over 80K+ employees.
- Directed redesign efforts for corporate websites and SharePoint intranet in alignment with new branding standards.
- Introduced responsive design principles and built scalable UI component libraries for enterprise tools.

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

Dec. 2005 | *Senior Web Designer*

- Designed and implemented public-facing web interfaces and UI components for fintech applications.
- Collaborated with developers to translate technical requirements into intuitive user flows and layouts.

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

Jan. 2004 | Taipei, Taiwan

- Delivered UX and creative direction for digital projects spanning web, animation, CD-ROMs, and branding across the U.S. and Taiwan.
- Combined data analysis and user insights with design thinking to solve complex challenges and introduce trend-forward solutions.

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

Mar. 2002 | *Senior Web Designer*

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

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

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

- I help contract photographers with digital photo editing for stock sale and was 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

ChatGPT

Mural

Whiteboard

Notebook