

KYLIE JACK

Email: kylie@kyliejack.com

Phone: (512) 694-3125

Portfolio: <https://kylie.design>

PROFILE

PRODUCT MANAGER AND UX STRATEGIST

I'm a product designer, user experience strategist, and thought leader with over 20 years of experience in the software industry. My specialties include product development, design team management, interaction design, and information architecture. I'm also well-versed in user research, visual fit-and-finish, and have worked on products ranging from embedded systems to mobile to enterprise software.

SKILLS

METHODS: design leadership · product management · experience design · ui design · user research · usability

SPECIALTIES: consumer entertainment · music entertainment · finance · retail · healthcare · e-commerce · iot · mobile

TOOLS: axure rp · sketch + invision · principle · adobe xd / illustrator

TECHNOLOGIES: html · css · sass · swift · ruby · javascript · rails · react · vue · sql · aws · azure · google cloud

EXPERIENCE

PRINCIPAL DESIGNER · FOUNDER

NIXIE DESIGN STUDIO · MAY 2013 - PRESENT

UX and product design consulting for startup software companies looking to evolve their minimum viable products to the next step via experience strategy, user research, product design and prototyping, and software development. *Clients: United Way of Austin · Sparkhouse · UserAde · Blue Moon Software*

SR PRODUCT DESIGN LEAD · UX MANAGER

PROJEKT202 · DEC 2013 - JAN 2019

Key accomplishment: Created proposals and narratives of prior work that won the Seattle office \$850,000 in new client work in 2018 allowing it to grow the local design group from one person (myself) to 8 directs.

Led design teams to create products and solutions—from consumer mobile to enterprise—via rigorous user research, UX design, and agile project management. *Clients: Amazon · Apple · CapitalOne · Dell · Mercedes*

PRODUCT DESIGN MANAGER · CO-FOUNDER

SOURCE SPRING · JUN 2008 - SEP 2013

Consulted for startups as a UX designer, product manager, and technologist. Helped them design, build and launch new products or product offerings. *Clients: ManageMyASC, Rallyhood, Bedrock, Front Gate Tickets*

DIRECTOR OF PRODUCT · CO-FOUNDER

FRONT GATE TICKETS · NOV 2002 - MAR 2012

Key accomplishment: After growing Front Gate Tickets to the largest independent ticketing company in the United States, founder team sold to C3/AEG in 2012 with a valuation of 12x EBIDTA.

Co-founded Front Gate Tickets. Owned, developed and evolved the entire software product suite including a custom e-commerce platform, retail PoS app, and box office tools. *Key clients: AEG (Coachella) · C3 Presents (ACL Festival, Lollapalooza) · String Cheese Incident*

EDUCATION

CERTIFICATE IN USER CENTERED DESIGN AND SOCIAL ENTREPRENEURSHIP · AUSTIN CENTER FOR DESIGN · AUG 2012 - MAY 2013

MS IN PROJECT MANAGEMENT · ST. EDWARD'S UNIVERSITY · AUG 2006 - DEC 2008

BFA IN DESIGN AND MEDIA STUDY · ALFRED UNIVERSITY · AUG 1992 - MAY 1996