

Patrick Mulder

ROLES

Sr. UX Designer
Lead Sr. UX Designer

TOOLS/METHODS

Adobe: Photoshop, Premiere, Illustrator, Flash, Dreamweaver, Fireworks (CS3 - CC), XD, Creative Cloud
Apple: Final Cut Pro
Programming: HTML, JavaScript, CSS, XML, PHP, ASP, MySQL, ActionScript, WordPress, Drupal, various CMS platforms, Data Analysis, SDL Tridion 2013

Social Media: Facebook, Twitter, YouTube, Instagram, Flickr, Google+, Pinterest

UX

Agile methodology
Sketch
Invision
Figma
Balsamiq
XD

INDUSTRY APPLICATIONS

Advertising
Marketing
Higher Education
E-Learning
Insurance

EDUCATION

Interactive Media Design:
The Art Institutes Int'l MN
Minneapolis, MN

VOLUNTEERING

L'More Chocolat (2021)

EXPERIENCE SUMMARY

Patrick Mulder offers over 18 years of user experience design experience (UX) managing multiple projects and across many clients. Results-driven user experience design professional with experience in the entire web development process. Adept at research, prototyping and deploying the appropriate technology to meet global markets, internal customer needs and government operations. Well versed in complex technology management and integration in a multi-platform environment.

SKILLS INVENTORY

- Proven ability to deliver multiple projects simultaneously within a complex, matrixed organization along with external software vendors
- Excellent project management and communication skills: Produced project status reports, identifying and communicating any performance variances to planned scope, timeline, and budget
- A broadly experienced business advisor, experienced in enterprise systems integration, information delivery, and process/workflow development
- Technically minded and equipped to quickly and efficiently learn new applications
- Work very well in teams and in teaching/guiding team members to solutions
- Motivated by excitement for design in business work, future trends, and best practices
- Greatly contributes to creative atmospheres, and prefers communication over reclusiveness.
- Experience with Social Media avenues and following the mobile first ideology.
- Experienced in adapting sites to adhere to WCAG 2.0 AA guidelines
- Create wireframes, mockups and flowcharts for every project.
- Familiar and experience in Agile methodology
- UX workflows (user profiles, profile grids, user stories, journey mapping)
- Use best practices related to HCD (Human Centered Design) methods
- Experienced in conversational AI, conversational UX (user experience), and designing conversational flows.

EXPERIENCE HIGHLIGHTS

- Skilled in Adobe Creative Suite Design & Web Premium CS6 (applications including Dreamweaver, Flash Professional, Photoshop Extended, Illustrator, Fireworks, Acrobat 8 Professional, Adobe Experience Design -XD) and Adobe CC. Also accustomed to Sketch on the MAC OS.
- Experienced in developing initial responsive site mockups and wireframes
- Fully trained and experienced in Web Editing languages: HTML, JavaScript, CSS
- Proficient ability in using video production and editing hardware and software including the industry-leading Apple Final Cut Pro
- Experienced in printing industry requirements, including color requisites as PANTONE colors and 4+ color printing guidelines
- Cross-Platform proficiency between Windows and Macintosh OS
- Research competition and develop wireframes, user testing, audience personas, and develop client market scenarios and storyboards as part of the UX campaign phase
- Experienced in creating responsive sites using media queries, 12 column grid layouts and other methods
- Trained in and experienced with SDL Tridion 2013
- Use best practices related to HCD (Human Centered Design) methods

CHRONOLOGICAL SUMMARY OF EXPERIENCE

☺ = responsive mobile-friendly design

Sr. User Experience Designer – Contract

Amazon, remote 01/2022 – 7/2022

- Worked as a Senior User Experience Designer Lead for Amazon Fintech, a financial division of the company
- My team was following Agile Methodology
- Worked on screens for Amazon’s internal corporate clients
- Attended daily standups, scrum and other team meetings
- Incorporated WCAG 2.1 AA guidelines in my designs
- Created and maintained a style guide for current projects
- Utilized Adobe XD, Invision and Figma

Lead Sr. User Experience Designer – Contract

CVS Health Corporate, remote 05/2021 – 10/2021

- Worked as a Senior User Experience Designer for CVS Corporate in a fast-paced environment
- The company is following Agile Methodology
- Worked across multiple teams, both onshore and offshore
- Worked on screens for an Android mobile digital platform
- Worked with other UX Designers to maintain cohesive brand guidelines for upcoming releases
- Attended daily meetings (stand-ups, etc. to accommodate teams in various time zones worldwide.
- Incorporated WCAG 2.1 AA guidelines
- Created and maintained a style guide for current projects
- Utilized Adobe Creative Cloud (primarily Illustrator, bridge) and Microsoft Powerpoint.

Freelance UI/UX Design

Pwmulder.com, Eden Prairie, MN

05/2020 - 05/2021

- Continual work as a freelance UX Design for pwmulder.com.

U.S. Regional Lead Senior User Experience Designer

Cotiviti, Inc., Eden Prairie, MN 08/2019 - 05/2020

- Worked as the Senior Regional User Experience Designer of the Minnesota office in the Health Care Data Analytics space.
- My lead project hasn't been released so I cannot give any specific details here.
- Company is following Agile Methodology
- Projects were created for a digital platform
- Collaborated with Business Analysts, Developers, Development Leads, Product Owners, Release Train Engineers, Remote User Experience Designers, Scrum Masters and Team Leads for the project scope.
- Worked on 3 separate teams spread between our local office, India and Nepal
- Attended daily meetings (stand-ups, etc.) to accommodate teams in various time zones worldwide
- Had plans to travel (domestically and internationally) to develop User Experience strategies
- Conducted research for prototype testing
- Incorporated WCAG 2.0 AA guidelines

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- Created and maintaining an evolving style guide for current project
- Collaborated with other User Experience Designers in remote offices to create a new company wide user experience standard
- Project reported directly to the National Committee for Quality Assurance (NCQA), located in Washington D. C.
- Utilized the Adobe Creative Cloud (primarily Bridge, Dreamweaver, Illustrator & XD) and Figma
- Left because of budget loss due to the impact of COVID-19

Freelance Web Design-focused UI/UX structure

Pwmulder.com, Minneapolis, MN

01/2019 - 08/2019

- Continual work as a freelance design-focused front-end web developer for pwmulder.com.
- Worked on freelance websites for businesses retail industry.
- Researched competition and developed wireframes, user testing, audience personas, and developed client market scenarios and storyboards as part of the user experience (UX) information architecture campaign phases.
- Developed target user interfaces
- Projects were created for a digital platform
- Worked with teams to develop project assets
- Worked with entire website systems development life cycle (SDLC)
- Acquired new clients and focused on portfolio
- Conducting research for prototype testing
- Incorporated WCAG 2.0 AA guidelines
- Responsive design for mobile devices
- Current projects utilizing: HTML, CSS, XML, JavaScript, WordPress Content Management System
- Used WordPress Content Management System structure and plug-ins on freelance projects for client usability purposes.
- Content Project Manager
- Clients: Connections Relational Therapy.com, de Beer & Associates, P.A.

Lead Sr. UX Designer

Optum State Gov't Solutions Ops, Minnetonka, MN

03/2018 - 12/2018

- Worked with a small team to modernize the design for a certain state infrastructure
- Worked with a diverse team of Sr. UX Designers and other teams including but not limited to Front-end Developers, Back-end Developers, Information Architects, Business Analysts, Project Managers, etc.
- Worked on multiple phases of the project including the local client intranet pages (agency portal), public-facing pages (client portal) and external agency pages (provider portal)
- Traveled to client location for training on existing system with Subject Matter Experts.
- Communicated with Subject Matter Experts for target market research (UX research)
- Projects were created for a digital platform
- Project did adhere to WCAG 2.0 level AA guidelines
- Work completed in Secure Software Development environment
- Worked with state offices to finalize content and develop user interface
- Worked with diverse team for target user acknowledgement
- Identified key technologies, trends methods and impacts related to Human Centered Design
- Phase 1 utilized: HTML, CSS, Bootstrap 3 and 4. Phase 2 utilizes: Sketch v51.3, Outline, Excel, Marvel and Abstract
- Used the Adobe CC and Sketch to optimize content and Invision for presentation.
- Utilized company stock footage library for royalty-free images

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- Worked with Subject Matter Experts (SMEs) to focus on Human Centered Design (HCD)
- Website currently unavailable to the public but approved content will be shown on portfolio site soon
- Worked on projects while creating and managing user-focused product designs.
- Client of product design was a certain state government in the United States of America.

Web Content Manager

State of Minnesota Department of Human Services, St. Paul, MN

02/2018 - 07/2018

- Ongoing maintenance for the state of Minnesota Autism portal website using SDL Tridion 2013
- Laid out information architecture for site integration
- Projects were created for a digital platform
- Focused on project UI/UX design experience and responsive UI design/mobile design
- Researched and contacted industry companies and foundations for integration to our portal
- Official soft launch took place at the Odyssey conference in Duluth, MN on June 21st and 22nd
- Adhered to WCAG 2.0 level AA guidelines
- Work completed in Secure Software Development environment
- Worked with other state agencies (DEED, MDH, MDE) to finalize content and develop user interface
- Worked with diverse team for target user acknowledgement
- Projects utilizing: HTML, CSS, SDL Tridion Content Management System
- Used the Adobe CC to optimize content (Dreamweaver, Illustrator, Photoshop, Bridge, etc.)
- Utilized Adobe stock for royalty-free images
- Was able to work with Subject Matter Experts (SMEs) to focus on Human Centered Design (HCD)
- Spearheaded the Autism project. Content Project Manager.
- Worked on projects while creating and managing user-focused product designs.
- Website can be seen via the following address: <https://mn.gov/autism/> ☺

Lead Web Content Manager

State of Minnesota Department of Human Services, St. Paul, MN

01/2017 - 11/2017

- Designed and built state of Minnesota Autism portal website using SDL Tridion 2013
- Laid out information architecture for site integration
- Projects were created for a digital platform
- Focused on project UI/UX design experience and responsive UI design/mobile design
- Researched and contacted industry companies and foundations for integration to our portal
- Identified key technologies, trends methods and impacts related to Human Centered Design
- Official soft launch took place at the Odyssey conference in Duluth, MN on June 21st and 22nd
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More experience available upon request