

SCOTT MAHLMEISTER

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SENIOR EXPERIENCE DESIGN LEADER

User-Centric Products | Quality-Oriented Mindset | Data-Driven Decisions

Innovative product design leader with experience contributing to digital product development lifecycle, from discovery to delivery and beyond. Dedicated to crafting consistent, world-class customer experiences that maximize value. Leverage iterative, strategic approach underpinned by well-defined, data-backed customer empathetic problem statements. Foster trust and respect with team, business partners, and peers to advance initiatives through transparency, cross-functional collaboration, and fluid communication. Facilitate workshops and working sessions to explore product enhancing ideas and solutions, balancing innovation with risks, dependencies, and business goals. Core Competencies:

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|----------------------------|----------------------------|---------------------------------|
| - Design Thinking Strategy | - Workshop Coordination | - Analytics Data Analysis |
| - UX/UI Design & Strategy | - Agile Methodologies | - User & Market Research |
| - Service Design | - Customer Journey Mapping | - Establish and Track KPIs |
| - Design System Management | - Canary and A/B Testing | - Product Definition & Roadmaps |

PROFESSIONAL EXPERIENCE

CHARTER COMMUNICATIONS, Denver CO

2014 - 2024

Product Lead

2019 - 2024

Led discovery, requirements gathering, user story creation, and prioritization of customer account and onboarding feature work for the Spectrum web portals and App. Responsible for the communication and collaboration with leadership, stakeholders, and other impacted teams to define, deliver, test, and execute projects and feature improvements. Hired, supervised, and mentored team of product managers.

- Created Seasonal Suspend feature, allowing 150K+ customers who are part-time residents to maintain services at reduced cost, saving business \$1.2M.
- Delivered project status reports, usage data, and testing results in executive status meetings, clearly communicating progress toward defined KPIs.
- Updated all customer account settings features to leverage an updated code base and modern design system strategies, providing customers with an enhanced user experience delivered more efficiently.
- Orchestrated design, testing, and formation of user stories for Spectrum Mobile Activation, partnering with Mobile team to conduct weekly sprint reviews and confirm alignment of design and development efforts.
- Organized canary release planning, communication, dashboard reporting, and series of checkpoint sessions, increasing throttles without negatively impacting customers.

Senior Design Manager

2014 - 2019

Oversaw team in devising and optimizing customer account and support web portals. Leveraged customer-focused data to guarantee high-quality user experience, exceed customer expectations, and realize business goals. Oversaw various teams of product design, strategy, and development personnel. Directed project process, delivery, and priorities. Implemented design strategies and tools to enable consistent, high-quality design deliverables.

- Employed design system guidelines, user feedback, and experimentation to promote quality and consistency across all features, ensuring world-class user experience and achieving goals by furnishing clear outline requirements.
- Introduced new technologies to increase efficiency and accuracy of design specifications.
- Enabled uniform, brand-based account management tools and features for customers by playing key role in consolidating 50+ digital products and sites into single site following Charter, TWC, and Bright House merger.
- Coordinated and facilitated bimonthly Design Community of Practice meeting, bringing together companywide employees to share experiences, learn about projects, and discuss design concepts and strategies.

FORTE INFORMATION, Denver, CO

2013 - 2014

Design Director

Drove visual design from brand strategy and UX perspective. Defined project requirements and strategies in collaboration with clients (Davita and Sanofi) and account managers while overseeing 3 direct reports. Conceived and constructed solutions to meet project requirements and goals. Organized assets and cultivated vendor relationships. Tracked project progress and results against targets. Hired and trained staff.

- Crafted detailed case studies to promote services and highlight work, elevating new client acquisitions by adding features to company website.
- Expanded features and content within existing app products providing users with access to key data and enhanced tools, making products more valuable to users.
- Integrated features and content into client websites, enriching the user experience and increasing client and end user value.
- Led client-specific branding, design, and strategy initiatives, charting powerful and consistent communication touch points.

MONIGLE ASSOCIATES INC., Denver, CO

2000 - 2013

Interactive Design Director

Orchestrated end-to-end digital projects for clients (Carnival Cruise Line, Vanguard Investments, Pioneer, Western Union, etc.). Mobilized direct reports and controlled digital department workload and schedules. Implemented and aligned deadlines and budgets up to \$500K. Interfaced with clients to understand needs and requirements. Steered programming and visual layout according to brand strategy and UX point of view.

- Built dynamic online presentation tool to streamline brand design pitch process, enabling designers to easily update presentations with real-time changes for remote client presentations.
- Completed design and construction of customized online brand management portals for clients, providing companies with a well-structured and on-brand resource for assets and guidelines.
- Headed projects and geographically dispersed teams across multiple time zones, conducting weekly status meetings with clients to communicate phases, review progress, and address defects.
- Created animated, historical-based promotional digital feature, highlighting heritage and experience of Western Union for use in brand ambassador campaign and driving awareness and engagement among employees.
- Acted as liaison, bridging gap between design and development teams by establishing methods of working and processes to ensure seamless client deliveries.

ADDITIONAL PROFESSIONAL EXPERIENCE**ARAPAHOE COMMUNITY COLLEGE**, Littleton, CO**Adjunct Professor**, UX Design**Visiting Design Professional**, Graphic Design Program**EDUCATION****Bachelor of Fine Arts (BFA)**, Graphic Design, State University of New York College at Fredonia**TECHNICAL PROFICIENCIES**

Adobe Creative Suite | Jira | Confluence | Zeplin | Figma | HTML | Javascript