jeremy **piontek**

Overview

I am a seasoned design thought leader with over two decades of extensive industry experience. My approach involves the application of design thinking to address diverse challenges, leveraging a human-centered design practice and adept facilitation skills. I specialize in translating business needs and requirements into solutions that align seamlessly with the demands of end users.

Throughout my career, I have successfully established teams from the ground up, demonstrating proficiency in attracting, evaluating and hiring top design talent. My efforts have also extended to cultivating robust relationships with product stakeholders, both internal and external. A pivotal aspect of my professional journey has been the establishment of meaningful connections with numerous customers and end users. In each interaction, I have worked to unearth the essential elements of an effective product strategy, navigating the convergence of purpose and profitability.

Experience

Macmillan Learning

Austin, TX

UX Design Manager

11/2021 - Present

At Macmillan Learning, I'm leading a widely-distributed, remote team of designers charged with Macmillan Learning's flagship digital courseware product, Achieve. Our focus is on continuous design and discovery, grounded in rapid iteration and concept validation.

I'm working to establish and grow a strong, collaborative design culture focused on arriving at product strategy decisions that are data-informed and emphasize the voice of the customer while establishing strong relationships with product stakeholders from all points of the customer journey, including sales and support.

Bloomberg Industry Group

Washington, DC

UX Manager

3/2020 - 11/2021

In this role, I was dedicated to enhancing and expanding the potential of Bloomberg Government's B2B SaaS product, which caters to professionals in government affairs and government contracting.

As the leader of the BGOV UX team, which included researchers and designers, my role was instrumental in providing support to various business units within Bloomberg's product sphere.

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Fannie Mae

Washington, DC

UX Manager

10/2018 - 1/2020

During this time in fintech, I managed a team of UX designers and design strategists, fostering design thinking in all aspects of project planning and prioritization.

I coordinated with project partners and stakeholders to integrate design resources and ensure adherence to Fannie Mae's design standards and systems.

I also oversaw design efforts for various internal projects, including end-to-end customer journey mapping and Salesforce platform integration strategy.

Georgetown University

Washington, DC

Lecturer

11/2015 - 6/2020

I taught ***XMKT-715 Code Literacy: Introduction to HTML and CSS*** at Georgetown School for Continuing Studies in Washington, DC.

Meridian Knowledge Solutions

Herndon, VA

Product Design Manager

8/2014 - 8/2018

This unique opportunity let me set the tone and establish the vision for a newly-established product design team. Our team designed new product features and managed the product backlog in an agile environment.

I recruited and hired my new product design team, setting up new processes, re-tooling the product development team's agile methodologies, modernizing the design of the entire application while moving it to an advanced UI framework, as well as leading the effort to set up a new information architecture for the application's core structure.

Our emphasis was on amplifying the voices of our customers, promoting client outreach efforts and helping lead efforts to integrate organic user research into the product development lifecycle.

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K12

Herndon, VA

Senior UX Designer

7/2013 - 7/2014

As a senior member of this team, I worked to create the next generation of engaging curriculum delivery software, with a focus on building a platform that would support the mass migration of flash-based classroom materials to an accessible, HTML/CSS native environment.

As part of our efforts to standardize design workflows, I also developed early design system documentation and scaffolding for content templates as we worked to help transition K12's curriculum from Flash technology to a new generation of HTML-based content.

Blackboard

Washington, DC

UI Engineer

4/2011 - 4/2013

During my first foray into edtech, I designed functional prototypes for the engineering team while carrying out the UX team's mission of building a highly-engaging, accessible learning management system (LMS) experience.

I worked to apply UX/UI best practices to my software design, dedicating significant effort to helping overhaul the course management experience for instructors; making courses simpler to manage, as well as streamlining access to shared content libraries.

Job.com

Fredericksburg, VA

Senior Interactive Developer

1/2007 - 3/2011

Crutchfield

Charlottesville, VA

Lead Interactive Designer

5/2005 - 1/2007

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Education

Bachelor of Arts (1998)
Liberty University, *Lynchburg, VA*
- Communications (Advertising / Public Relations / Media Management)

Talent Stack

- Product vision / roadmap strategy
- UX design and research
- Service design
- Generative and evaluative research
- Design thinking
- User flow / process mapping
- Information architecture
- Certified human-centered-design practitioner and facilitator
- Whiteboarding / sketching / low-fi prototyping
- HTML5 / CSS3 / LESS / SASS