

Nathaniel McConnell Chen

Design Strategist

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Summary

16 years of experience as a professional designer. 10+ Years Management. 5+ years Leadership. Depth of Design Research, Design Thinking and User-Centered Process Knowledge. Leading teams between 3-15 people to ship products to market. Strategic Framework, successfully raised \$25K in 30 days, increased customer acquisition 300%. Servant leadership meets deadlines while boosting morale.

Experience

Timeline

The UX Gallery

Principal

Responsible for 12+ UX Designers.
Accomplished aligning executive strategy.
Achieved Efficacy rates.
Increase revenue for innovation initiatives \$75K+
Clients: York University, Rainmaker Games, BriteVox
Partner: Pivot23, Alexy13, and Dnamic Ai

2018-Present

Springboard

UX Mentor

Responsible for 25+ UIUX Designers.
Accomplished Mentor of the Month.
Achieved increasing UI UX Design certification 75%.
4.8 out of 5 star reviews.

2019-2022

AARP

Director of UXR Ops

Responsible for facilitating 5+ consultants.
Achieved increasing efficiency rates.
Accomplished saving \$3.3 Million in development costs.
Partner: TheoryHQ

2019-2020

University of California

UX Instructor

Responsible for 15+ UX Design Students.
Responsible for Curriculum design.
Achieved 4.5 out of 5 in student satisfaction.

2018-2019

The Design Lab

UX Researcher

Responsible for 10+ Graduate Students
Achieved launching website to market.
Increasing new student acquisition.

2017-2018

IBM

UX Managing Consultant

Responsible for UX Designer software assessments.

2016-2017

Achieved increasing quality of new UX Design hires.

HeroX PBC. X-Prize Foundation Inc.	UX Product Manager Responsible for Jira Backlog. Increased conversion rate of marketing funnel. Increased revenue \$10K/mo.	2016-2017
Apliiq, Inc.	UX Product Manager Responsible for usability research operations. Increased revenue \$25K/mo. Increased acquisition 300%. Achieved product market fit. Partner: American Apparel Inc.	2013-2016
L7 Creative	Lead UX Engineer (Mobile) Responsible for CSS Responsive Web Design. Increased efficacy rates. Accomplished launching new features to market. Clients: Vizio, iHome, Palomar Health	2012-2013
Vionic	UX Product Manager Responsible for a cross-functional team of 5+. Responsible for product roadmap. Achieved successful product launch to market. Accomplished Employee of the Month	2011-2012
The Printing Plant	Design Manager Increased brand awareness. Responsible for Urban Outfitter and Anthropologie marketing collateral. Increased revenue. Increased customer retention. Client: URBN; Urban Outfitter, Anthropologie, Miners Baseball Team	2008-2011
Center for Teaching and Learning	Graphic Web Designer Responsible for Blackboard graphics designs. Increased student engagement. Client: Vincennes University	2006-2008

Education

Southern Illinois University Carbondale	Bachelors of Arts: UX Design, Industrial Design, Web Design, Graphic Design, and Product Design (Generalist) Minor: Art History	2008-2011
Vincennes University	Associates of Science: Graphic Design and Computer Art	2006-2008