

STEPHEN KNOTT

User Experience Manager / Designer

133 Lovejoy Road Andover, MA • (707) 494-1384 • knottaverage@gmail.com • www.knottaverage.com

I am an accomplished UX Manager leading UX teams in building intuitive applications, teaching usability and product management strategies, and developing comprehensive design systems professionally for over 20 years. My broad knowledge of design trends, tools, qualitative and quantitative user research, and engineering development methodologies lends to my natural ability to bring individuals together to share knowledge and visualize the relationship between user-centric design, business strategy, and product development initiatives.

Experience

GXO Logistics | Boston, MA - UX Manager, IT Enterprise Architecture

August 2021 - Current

- Managed UX team and Product team initiatives for XPO/GXO spin-off of the Smart Suite comprised of 9 digital applications for Supply Chain warehouse operations
- Lead Designer and Product Manager for GXO proprietary warehouse management system to improve ease of use, increase UPH (Units Per Hour) and efficiency for warehouse operations
- Mentored UX Design team to take on lead UX/PM for project initiatives across the Smart Suite
- Facilitated strategy planning and execution with Engineering teams for implementation of the common component UI library across the Smart Suite to maintain consistency, drive speed of delivery and govern GXO's brand
- Conducted UX workshops with cross-functional teams to better understand the requirements gathering process, prioritize feature requests, map out user experience flows and increase collaboration across the organization

XPO Logistics | Boston, MA - UX Manager, Enterprise Architecture

November 2018 - August 2021

- Managed digital product design responsibilities for interdisciplinary UX team across business units in Supply Chain and Less-than-Truckload (LTL)
- Implemented UX/UI strategy across 28 digital applications in Supply Chain and LTL
- Led strategic vision to revitalize and improve LTL UX team through a combination of collaboration, team building, design thinking, FTE, and agency resources
- Managed UX efforts for Enterprise Architecture's flag-ship operations and labor management application "Smart" used across 119 warehouses and 250 service centers, generating \$1m per week in cost-saving opportunities
- Led user research quantitative and qualitative methods, including persona development, field observations, user interviews, ethnographic coding, and surveys
- Managed the evolution of the design system components used across various applications to create a cohesive experience across XPO's user base
- Coached UX individual contributors in personal development and best practices working as a product designer with cross-functional teams and correlating the relationship between business and design
- Interim Product Manager for Smart Supply Chain and LTL mobile applications, defining roadmap, executing OKR strategy, sprint planning, and conducting business engagement

XPO Logistics | Boston, MA - UX Engineer IV, Enterprise Architecture

November 2017 - November 2018

- Lead Designer of XPO's Enterprise Architecture Team
- Supervised daily activities surrounding the management of the UX team across various XPO initiatives
- Coached User Experience Designers in methods and current best practices of product and software design and development
- Implement best practices in collaboration among Design Team to encourage design growth and development
- Built foundation to scale Design Team, increase production volume, increase speed to development, and reduce new hire onboarding
- Develop strategic alliance with the User Experience Designers across the organization to increase quality assurance and create cohesive internal and external applications

CyberGrants | Andover, MA - Product Designer

December 2016 - November 2017

- Worked as lead designer with the Product Development team to design CyberGrants' Internal CSR platform for corporate giving, grants management, and employee engagement, and utilized current product development methodologies, research techniques, digital product style guides, design principles, and prototyping tools
- Led artistic direction using the latest in design trends for CyberGrants' client-facing website, collaborating with Marketing and Sales Teams to make informed design decisions based on customer and user profiles, marketing goals, and case studies to build and define customer and user experiences
- Strategized and executed user research while teaching Product Managers about the value of user testing applications with clients such as Disney, Boeing, Verizon, Wells Fargo, Aetna, and Walmart to make informed design decisions on a grant manager's user goals to refine management of the grantmaking process
- Trained and coached Design and Engineering Teams in current practices and tools to develop cohesive digital software applications

Iora Health | Boston, MA - UX Designer/UI Developer

January 2016 - October 2016

- Worked with Product Development Team to develop a cohesive front-end architecture for the "Chirp" EMR platform, using the latest technologies in SaaS development
- Strategized and collaborated with Product Development Team utilizing best practices of SCRUM and Agile Methodologies to improve health-practitioner-to-patient relationships and user experiences
- Conducted user research and interviews, as well as facilitated usability testing with Iora Primary Care health coaches, nurses, and doctors
- Designed and collaborated with Design Team to create intuitive user interface for Chirp
- Worked with Design Team to strategize and improve production workflow and reduce time from production to development

- Worked with Design team to establish Chirp's Design System and define usage of reusable web components

Ace Ticket Worldwide, Inc. | Boston, MA - UX Designer/UI Developer

September 2012 - January 2016

- Led design for totality of Ace Ticket's creative initiatives
- Managed cohesive marketing campaigns including all digital marketing, mass marketing mediums, print, and billboard advertising to enhance customer and user experiences
- Lead Designer on Ace Ticket's e-Commerce team to create responsive e-Commerce platform and established usage of industry best practices in visual design and user experience design and created visual design system with HTML components utilizing the latest web technologies
- Increased conversion goals by 3% from 2012-2014 and garnered positive five-star reviews by users on TrustPilot.com
- Strategized, collaborated, and designed for multiple Ace Ticket high-valued digital and partner projects
- Contextualized, planned, and executed as lead design for digital marketing endeavors with partner relationships such as Boston.com, NESN, and Tickets for Charity

*If you would like to see more of **my previous work experience dated before 2012** please refer to my LinkedIn profile at: <https://www.linkedin.com/in/knottaverage/>*

Education and Certificates

Certificate, Bentley University UX Program

User Experience Center, Bentley University; Waltham, MA - April 2017 - May 2019

Certificate, User Research - Methods and Best Practices

Interaction Design Foundation (online) - December 2016

Certificate, Conducting Usability Testing

Interaction Design Foundation (online) - August 2016

Certificate, Creative Concepts

The Ad Club; Boston, MA - November 2012

BFA, Graphic Design

University of Massachusetts; Lowell, MA - May 2006