

# Eric Stoltz

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## Product design leader and UX team management professional

UX Research and Design \* Product Design Leadership \* Coaching/Mentoring \* Performance Management

Resourceful team member advocate, adept at Agile environments, and passionate user advocate seeking to leverage deep and wide UX background into a principal product designer or UX team management/leadership role for a progressive, user-centric, UX-mature organization. Results-focused product design leader and UX management professional with 10+ years of experience in research and design to ensure optimal project execution. Outgoing and action-oriented idea and concept presenter experienced in partnering with cross-functional teams to forecast future initiatives and break down into quantifiable team tasks for attaining long-term strategy. Team player capable of recruiting, hiring and leading/directing teams, delegating tasks, creating design systems to ensure consistency, instructing/training staffs, and monitoring performance to ensure optimal productivity.

## Key career highlights & contributions

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- ▶ Focused efforts on helping build teams, supporting team members with improving productivity, and empowering staff to create delightful products in a remote working environment.
- ▶ Recognized as a principal user designer, completing multiple projects with online portfolio demonstrating key case studies at ericstoltz.com.
- ▶ Supervised 8+ employees, delegated tasks, scheduled resources, and monitored performance for productivity.
- ▶ Planned and administered budgets and focused efforts on sustaining zero profit erosion throughout entire tenure.
- ▶ Formulated and implemented departmental and organizational policies and procedures to maximize output.
- ▶ Managed effectively with pragmatism through tough demanding client circumstances and limited resources.
- ▶ Set operational expectations and empowered team to meet expectations to increase productivity.
- ▶ Developed site maps, wireframes, comps, design systems, prototypes (Sketch, Figma, Invision, hand-coded HTML/CSS/JS), UX documentation, UX process flows and triage engineering, Agile product development process use cases/stories, use-case-related QA issues, and design comps.

*Key skills: Communication & collaboration | User advocate | Data-driven design | Domestic & international UX testing & beta feedback | Cross-disciplinary initiatives | Continuous process improvements | Project management | Program development | Stakeholder engagement | Requirements development | Competitive intelligence*

## Career history

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**BIO-RAD LABORATORIES** Irvine, CA

2018 to present

### UX Design Lead

*Revamped the entire laboratory setup process to dramatically reduce time required for enterprise laboratories with hundreds of tests at this \$2.2 billion global clinical diagnostics/life sciences company.*

- ▶ Ensured headcount levels met operational demands by monitoring staffing initiatives, developing job descriptions, identifying, sourcing, recruiting, interviewing and hiring top talent and coordinating staff resources to drive workflow.
- ▶ Interfaced with international offices (China) to conduct international user testing including prototype and script localization into Mandarin.
- ▶ Designed and iterated on UIs for conversion of flagship clinical diagnostics product from 30-year-old legacy thick client, on-prem server software suite to modern cloud-based integrated SaaS SPA application.
- ▶ Redesigned UIs based on research and internal evaluations to accommodate needs of enterprise users.
- ▶ Collaborated with cross-functional stakeholders to communicate insights for advancing shared organizational goals.

- ▶ Initiated cross-disciplinary task force to drive creation and establishment of ongoing governance for a comprehensive design system.
- ▶ Trained/coached product team designers on design best practices, operational protocol, software functionalities, and tactics to maximize performance.
- ▶ Utilized various tools to create prototypes and interfaced with informatics leadership on overall product strategy.
- ▶ Collaborated with software development team to increase sprint velocity by component-based UI development.
- ▶ Partnered with leadership team to devise strategies for meeting financial, operational and regulatory goals.
- ▶ Led multiple design thinking workshops and collaborative design sessions, conducting public speaking initiatives for cross-departmental evangelization.
- ▶ Aided the executive team by sharing insights and operational statistics to measure KPIs for continuous improvement.
- ▶ Mentored and motivated staff, and led operations to ensure attainment of optimal performance standards.

**FASTPAY** West Hollywood, CA

2015 to 2018

**Lead UX Designer**

*Improved UX by dramatically reducing UI in internal application from 18 steps to 5 steps, thus streamlining operational efficiency, and redesigned B2B SMB workflows to accommodate enterprise clients at this fintech company serving clients in the adtech sector with multi-billion annual funding levels.*

- ▶ Analyzed user sessions with FullStory and server data to guide and improve UX design.
- ▶ Developed UX personas to identify gaps in product offerings and focus research and design.
- ▶ Provided foundational guidance to early-stage product requirements, developed design system and led user research sessions.
- ▶ Partnered with software development team to ensure high-quality UI; designed and iterated on prototypes and screens to guide development of product features.
- ▶ Partnered with marketing to ensure UI consistency with brand after company acquisition.

**ZYNX HEALTH, A DIVISION OF HEARST HEALTH** Los Angeles, CA

2011 to 2015

**UX Designer (2013-2015)**

*Created role of UX evangelist in organization, developing an interdisciplinary advisory group to advance organizational UX maturity model at this enterprise health information technology division of the \$11.4 billion media giant.*

- ▶ Managed UX and visual design of 3 product lines spanning 5 platforms, while guiding front-end UI development for offshore development teams in India and China.
- ▶ Revised iOS app for clinical use at point-of-care, and created entirely new Android version using Google Material Design guidelines.

**Product Engineer (2011-2013)**

*Aided stakeholders for numerous concurrent projects by producing reports, communicating project status, deviations, or insights, and reporting KPIs, completions, and hours to help facilitate executive decision-making.*

- ▶ Delivered on-time and low-defect new products and product enhancements to a leading healthcare content management system.
- ▶ Managed multiple projects simultaneously throughout the entire life cycle, scoping out work, developing goals, driving continuous process improvement, and cultivating rapport with multiple departments.

**PREVIOUS WORK HISTORY**

- ▶ Product Manager, Frequency Networks (social video streaming startup), Los Angeles, 2009-2011
- ▶ Front End Engineer, GetBack Media (retro pop culture startup), Los Angeles, 2008-2009
- ▶ Consultant (Project Manager/UX Designer/Front End Engineer), Various companies, Los Angeles, 1998-2008

## Education

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Coursework in Journalism, University of Southern California