

Eric Stoltz

eric@ericstoltz.com | 323 933 2262 | portfolio: ericstoltz.com

Product design team leader

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 who can collaborate strategically with product, marketing and software development to ship product. Outgoing and action-oriented idea and concept presenter experienced in partnering with cross-functional teams to craft future initiatives and break them down into quantifiable team tasks. Comfortable with ambiguity. Team player capable of recruiting, hiring and leading teams, delegating, creating design systems to improve velocity, training staff, and monitoring performance to ensure results.

Key career highlights & contributions

- ▶ Wrote job descriptions, interviewed, identified, onboarded and supported team members, crafting performance objectives and conducting semiannual and annual reviews, empowering them to create delightful products.
- ▶ Flourished and drove projects to on-time completion in a remote working environment.
- ▶ Supervised up to 8 employees, delegated tasks, scheduled resources, and removed productivity blocks.
- ▶ Collaborated and negotiated across departments with product, software development, SMEs, marketing and leadership to optimize organizational UX maturity through task forces, design system review committees, presentations and regular UX Q&A meetings.
- ▶ Worked with global remote teams in various time zones on multiple projects simultaneously.
- ▶ Managed product initiatives for various products on multiple platforms: SaaS, web apps, iOS, and Android.
- ▶ Created annual research plan and conducted remote and onsite user testing sessions, including China, which involved translation of interfaces and scripts and adapting processes on the fly as travel and circumstances required.

Key skills: Leadership | Mentoring | Visioning | Communication & collaboration | User advocate | Data-driven design | Domestic & international UX testing & beta feedback | Cross-disciplinary initiatives | Stakeholder engagement | Presentation | Facilitation | Negotiation | Requirements development | Competitive intelligence | Heuristic evaluation | Task-completion studies | Usability testing | Workflow analysis | UX evangelization | Persona development | Session-replay analysis | Material Design | Mobile product guidelines | Enterprise applications | Interaction design

Career history

ARCULES Irvine, CA

2021 to present

Principal UX Designer

- ▶ Lead the UX team at this international cloud video security SaaS startup owned by Canon (\$33 billion annual revenue), including senior UX designer and UX intern, providing mentoring, design review, goal-setting and performance evaluation.
- ▶ Participate as member of cross-functional Tiger Team planning company transformation, collaborating with CEO and CTO on new customer-centered initiatives.
- ▶ Draft and track KPIs to measure business impact of UX through Mixpanel flow analysis and GetFeedback results.
- ▶ Lead establishment of standing user testing recruitment program to maximize user input into product by standardizing process, proposed and led international user training initiative (Japan), instituted research and implementation of user personas.

- ▶ Work collaboratively with product managers, software engineers, marketing and sales teams to understand user needs and business goals in UX projects. Collaborate with sister companies in international joint ventures.
- ▶ Take initiative to be certified in independent video surveillance industry course to better understand customer needs across the segment.

BIO-RAD LABORATORIES Irvine, CA

2018 to 2021

UX Design Lead

- ▶ Revamped the entire laboratory setup process to dramatically reduce time required for enterprise laboratories with thousands of tests at this \$2.2 billion global clinical diagnostics/life sciences company, saving hundreds of hours in setup for customer labs.
- ▶ Designed, tested and iterated on UIs for conversion of flagship clinical diagnostics product from 30-year-old legacy on-prem server software with bolted-on features to modern cloud-based integrated SaaS SPA, which at times required wholesale re-imagining of features from the ground up, based on user testing. Led international user testing program that included Europe and China.
- ▶ Initiated cross-disciplinary task force to drive creation and establishment of ongoing governance for a comprehensive design system to speed development, reduce bugs and ensure consistency.
- ▶ Trained/coached team designers on design best practices, operational protocol, software functionalities, and tactics to maximize results.

FASTPAY West Hollywood, CA

2015 to 2018

Senior UX Designer

- ▶ Redesigned workflows to accommodate enterprise clients processing thousands of records at this fintech startup serving the adtech sector where the initial B2B product had been designed primarily for SMBs with typically less than 100 records at any given time.
- ▶ Improved UX by dramatically reducing internal workflow, thus streamlining operational efficiency in a previously time-consuming daily process, saving 4 staff members average of 8 hours/week each.
- ▶ Analyzed user sessions, overturning previous assumptions about user workflows/objectives and optimized a common user workaround representing over 50% of visits to make it the primary workflow, greatly reducing steps through use of smart defaults.
- ▶ Developed UX personas to identify gaps in product offerings and focus research and design.
- ▶ Created design system in collaboration with marketing and software development to speed development, reduce bugs and ensure consistent UIs.

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

2011 to 2015

Product Engineer (2011-2013), 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 Hearst.
- ▶ Led design of clinical content analysis software, utilizing AI and NLP to guide hospital users in implementing best practices to reduce mortality and costs.
- ▶ 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.

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

Coursework in Journalism, University of Southern California