

JAMIE MCATEE

UX MANAGER / DESIGNOPS

□ <http://www.jamiemcatee.com>

□ jmcatee@jamiemcatee.com

PROFESSIONAL PROFILE

Leader experienced with advanced enterprise applications in complex domains. I have been involved in many areas of enterprise application development working as a designer, researcher, UX manager, DesignOps lead, and technical product owner. Skilled in leading cross-functional teams.

WORK EXPERIENCE

SR. UX MANAGER

Honeywell Connected Enterprise / Atlanta, GA / Jan 2021 - Present

Leading the Forge UI Design System team. Growing the global DesignOps practice in Honeywell's Connected Enterprise.

- Collaborate with product management and engineering on design system build-out
- Manage the evaluation and acquisition of new tools
- Create and manage the UX team budget
- Run US-based UX internship program
- Support Sr. Director with staffing and organizational structure
- Encourage growth of global UX team culture

DESIGNOPS LEAD

Honeywell Connected Enterprise / Atlanta, GA / Jul 2020 – Jan 2021

- Started the DesignOps practice
- Guided two new design and research tools from evaluation to production usage, cut the budget for UX design tool in half
- Reorganized job descriptions and clarified career paths

UX MANAGER

Honeywell Connected Aerospace / Atlanta, GA / Mar 2020 – Jul 2020

Due to workforce reductions related to COVID-19, my role was eliminated.

- Supported a team of researchers and designers
- Helped lead the Connected Aerospace UX organization

TECHNICAL PRODUCT OWNER

Honeywell Connected Aerospace / Atlanta, GA / April 2018 – Mar 2020

User experience designer and researcher applying my user-centered design skills to product ownership. Focused on connected maintenance product offerings. Managed programs using augmented reality and blockchain technology.

- Lead teams of developers, designers, QA, and scrum master
- Planned sprints by prioritizing work for the team
- Managed product budget and resource allocation
- Served as day-to-day manager for the people on my teams
- Worked with the business to locate customers for user research
- Enabled connections between internal users of the system and the UX design team
- Helped teach the business stakeholders the importance of user experience
- Managed internal and external development teams

SENIOR UX RESEARCHER

Honeywell Aerospace / Atlanta, GA / November 2016 – Apr 2018

Acting UX Lead. Founding member of the Honeywell Atlanta office. Helped build out the UX team across all Honeywell business units

- Helped build out the Honeywell UX team in the new Atlanta office
- Mentored new designers
- Lead UX researcher for the flight-planning engine, flight-planning website, and iPad app

SR USER EXPERIENCE DESIGNER

Deloitte Innovation Lab / Atlanta, GA / June 2015 — Nov 2016

Deloitte's iLab was their software innovation and idea incubation lab. Worked on one short-term project and a second longer-term project. I helped lead usability testing for all applications.

- Lead designer for marketing manager iPad app
- Planned and conducted usability testing for other products
- Mentored junior and mid-career designers

EXPERT INTERACTION DESIGNER

Turner Broadcasting / Atlanta, GA / May 2011 — June 2015

Hired to help with the rewrite of a 21-year-old suite of 5 applications core to Turner's broadcasting business. Completed the rewrite of 2 applications and started the 3rd before the project was paused. I led all UX design efforts for the program.

- Collaborated with end-users, developers and project management to design the workflow, vision and screens
- Worked with Business Analysts to conduct user research and create documentation
- Helped create the UI standard for the scheduling and contracts management systems

EDUCATION

MASTER OF SCIENCE, HUMAN-COMPUTER INTERACTION DESIGN

Indiana University, Bloomington, IN

BACHELOR OF SCIENCE, JOURNALISM/ONLINE

University of Florida, Gainesville, FL