

UX Program Manager, Principal

Xevo

December 2016 - present

Hospitality and Automotive

Program manager for the design team working on software for cruiseships and automotive interfaces.

- Work with the business teams, stakeholders and external clients to gather and document requirements as product roadmaps, design proposals and break them down into user stories in the product backlog.
- Create and manage Jira backlog, sprint and resource planning.
- Utilize confluence as a tool for providing designs for development and other stake holders to review and download for hospitality and on G-drive for Auto. Posting comprehensive layouts that tell a story for full understanding of the design and interactions.
- Communicate progress, status and updates to PMs, development, QA, business stakeholders and external leadership teams. Act as the single source for information flow for design team.
- Facilitate design resource allocation, design reviews, design team collaboration, input and feedback reviewing early explorations, mock-ups, user-flow and high fidelity comps.
- Facitate team members from QA, Development and other stake holders to attend milestone design reviews to allow better understanding of the designs.
- Assign work to individual designers and facilitate design team, stakeholder and client facing design reviews and feedback loops.
- Oversee providing design comps and revisions for the business development teams as necessary.
- Drive and mentor the design team in productivity, communication, work organization and best practices.

Senior Business Analyst / Program Manager

Disney Technology Solution Services (contract)

July 2016 - December 2016

Enterprise Architecture

Working on the Enterprise Inventory Initiative to define and provide inventory baseline that enables strategic decisions about inventory requirements by leveraging cross-segment collaboration and partnerships around data, applications, and devices. Led company-wide requirements gathering initiative and business analytics.

- Analyze and document current state processes and conduct business interviews.
- Generate project deliverables based on interviews (e.g., user stories, UML diagrams)
- Engage with various Disney teams and 3rd Party vendors regarding schedules and deliverables

Program Manager

Tyemill

January 2016 - July 2016

Deliver Big Data Web Applications focusing on finance and healthcare.

- Liaison with external clients to gather and document requirements.
- Coordinate and communicate schedules with clients and internal stakeholders.
- Working with design team to define and provide wireframes, mockups and design specifications for external clients and internally for the product team.
- Review and ensure understanding of designs and specifications with the development team.
- Provide early feedback and ongoing status, and release support to external client.

UX Program Manager

Microsoft Corporation (contract)

March 2015 - August 2015

Office 365 Internet protection

Working with team to define and drive new features and feature enhancements for O365 Compliance Center.

- Author feature specifications that include basic UI and functionality mock-ups. New functionality and enhancements based on user research.
- Review and drive buy-off of specifications from cross-functional team.
- Work with design team to collaborate the development of high fidelity designs and red-lines while maintaining consistent and standard functionality and design across the product line.
- Collaborate with development, PM and QA and provide updates on schedules to cross-functional team.

Functional Analyst

Disney Technology Solution Services (contract)

June 2013 - March 2015

DTSS Cloud Services

Working as part of the agile Cloud Services team to develop cloud-based infrastructure, support, on demand hosting and services (cloud portal) for the Walt Disney Company. Working on the integration of OpenStack and DBaaS.

- Collaborate on building out new a framework for Cloud services using a custom version of MEAN stack.
- Work with the product owner to define requirements. Lead cross-team requirement review meetings.
- Provide product team with design from concept through project execution including: user stories, wireframes, workflow diagrams, user journeys, information architecture, and user interface specifications and style-guides.
- Participate in Sprint planning, daily standups and other Sprint activities.
- Capture requirements as user stories in the product backlog. Work with QA to define acceptance criteria and

reviewing test cases.

- Oversee the development and maintenance of end-user documentation and API documentation. Provide new user training.
- Implement usability studies and user tracking software to gather user data to drive UX improvements.
- Shipped 4 full releases and 6 smaller service pack releases.

Senior Product Manager - Management and UX

May 2012 - February 2013

WatchGuard Technologies

WatchGuard Cloud Initiative

Own the definition and product management of the new cloud features from inception through development.

- Present and achieve buy-in on roadmap from development, product management, and executive team.
- Responsible for preparation of business requirement documents and user interface requirements that include user stories, work flow diagrams, wireframes and interactive prototypes for a web-based product.
- Gather and refine requirements from various sources including; beta feedback, one-on-one telephone interviews, channel partners, sales, market research.
- Collaborate with scrum master and cross-functional product team to balance product requirements and development resource constraints and establish achievable product development schedules.
- Maintain and publish development schedule and separate product launch schedule.
- Successfully launched WatchGuard's patented Cloud-Based Configuration utility RapidDeploy.

UX Program Manager

January 2011 - May 2012

Microsoft Corporation (contract)

Digital content application (v1 currently confidential)

Working with a small team on a V1 product that will be released for the Windows 8 platform, for touch tablet.

- Authored requirements and user stories for all the basic functionality to be used in the v1 product.
- Created a style guide that included; color requirements, general layout rules, fonts, spacing and other style guidelines as a guide for the development team that adhere to Microsoft Metro design principles for touch
- Collaborated on agile development for rapid production of working prototype.

Senior UX Program Manager

December 2006 - May 2011

Citrix Systems, Inc (previously XenSource)

Citrix Essentials for Microsoft Hyper-V

XenCenter/XenServer. XenCenter is the Windows-based management console for XenServer.

Our team also launched StorageLink Service and StorageLink Manager. StorageLink is an enterprise class virtualization storage resource management service for Microsoft HyperV and Citrix XenServer deployments.

- Coordinated with cross-functional teams in all phases of product planning to launch.
- Ownership of the design and overall user experience.
- Coordinated with Citrix design team to incorporate design standards into our product.
- Managed the team of internal and contracted visual and UX designers.
- Worked with the engineering manager to establish product development schedule with considerations to timeframe and resources.
- Maintained and communicated schedules, status reports, risks, and activities to all stakeholders across the product line.
- Gathered feedback and market research from early releases (alpha/beta) to validate product definition.
- Successfully launched 2 new products, released and shipped 7 full products and 5 interim releases.

UX Program Manager - Siemens

August 2005 - December 2006

Microsoft (contract)

MSN Classic/2.0 web client

Customer advocate with cross-functional teams to drive a broad set of customer-focused improvements in the existing MSN Premium client and MSN 2.0.

- Provide ongoing support to partner PM's; gather and publish requirements, provide scheduling information, apprise teams of status, issues and provide solutions to ensure on time delivery.
- Drive bug triage meetings and work with engineering to remove any blocking issues.
- Collaborate with groups across Microsoft to investigate and resolve service interruptions.
- Shipped 1 full product release and 4 interim releases.

UX Architect - UX Program Manager

August 2002 - July 2005

Hewlett Packard (previously Consera)

HP OpenView

Program Manager for the product design and user experience of HP OpenView Configuration Management.

Collaborated on the design and drove the front-end development of the AgileOne web data center management console.

AgileOne was a web based software application that offers IT management solutions and has workflow modeling capabilities, purchased as part of the acquisition of Consera software. Later renamed HP Openview.

- Designed the integration of several software products into a family of applications that consisted of network and systems management products creating a consistent look and feel along with functionality across the suite.
- Oversaw the design team including full-time and contract interaction and visual designers and collaborated in the creation of design style guide, mock-ups, user flows and user stories.
- Collaborated with cross-functional, geographically distributed PM team to define product requirements.
- Authored the shell design and provided the team with the information architecture for the overall product.
- Collaborated and contributed to the creation of design style guide, design requirements and user stories.
- Designed and coordinated usability studies with a small team of IT professionals. Defined product/feature refinement based on customer data. Developed personas. Incorporated into product definition.
- Shipped V.1 prior to our acquired by Hewlett-Packard. Integrated into the HP OpenView product line.

Senior User Interface Designer

Adobe Systems Inc.

March 2000 - November 2001

InDesign

- Developed user specifications, wireframes, and high fidelity mockups, for InDesign.
- Recruited, educated, and managed a team of alpha/beta users for design feedback, usability studies, and early release testing.
- Reviewed and iterated user interface mockups, designs and specifications based on feedback from engineering, marketing, QA and alpha/beta users.
- Work with a bug tracking system to file and track usability enhancements and functionality refinements.
- Successfully shipped InDesign 1.5, InDesign 2.0, and 2 hotfixes.

UI Designer

Microsoft Corporation (contract)

July 1997 - February 2000

Streets and Trips (GeoUnit)

Worked directly with development, program and product management teams, designing and creating templates for content delivery using a combination of HTML and CSS. Coordinated our media production with manufacturing. Shipped versions Expedia trips 98 and Microsoft Streets & Trips 2000.

Education- Salt Lake Community College (Salt Lake City, Utah), Graphics and Printing
University of Utah (Salt Lake City, Utah), Communications

Design Portfolio - <http://www.johnniaguirre.com/>