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CHAD McCOY

Accomplished UX leader with a proven track record of managing and mentoring design teams across diverse projects. Expertise in implementing design systems and best practices to ensure high-quality outcomes. Known for fostering team growth and maximizing potential through a 'player/coach' approach. Strong communicator with excellent verbal and written skills, effectively bridging the gap between technical and non-technical stakeholders.

- User and Interaction Flows
- UI/UX Design (Adobe XD, Figma)
- Design Management and Process
- Branding and Style Guides
- Wireframing
- Business Analysis
- Requirements Gathering
- Documentation
- Agile / Kanban Methodologies
- Storyboarding

WORK EXPERIENCE

Mosaic Learning, Inc., Columbia, MD

Director of Client Solutions and Experience | September 2021 - Present

- Manage a team of design, video, and user experience professionals.
- Help clients and internal stakeholders understand impact vs. effort to prioritize work in development sprints.
- Create wireframes, prototypes, and high-fidelity mock-ups to convey design ideas and illustrate user interaction.
- Partner with client stakeholders to define and address needs for their organization and user base.
- Collaborate with development leads to implement solutions within technical and budgetary constraints.
- Work with product leadership to drive development processes and establish direction and vision.
- Maintain a Kanban board for estimation and prioritization of design tasks.

Director of Client Solutions and Engagement | August 2020 - September 2021

- Planned, directed, and delivered presentations to high-level client and stakeholder audiences.
- Assisted Project Management Office in risk management and made recommendations to Senior and Executive Leadership Teams on critical issues.
- Managed a support staff to handle incoming support requests through Zoho Desk.
- Provided supervision and leadership across multiple contracts and opportunities.
- Worked to develop and implement practices to maximize customer satisfaction.

Senior Product Owner and Media Strategist | October 2019 - August 2020

- Translated features into user stories while managing and prioritizing the team's backlog to reflect the stakeholder's requirements.
- Collaborated with stakeholders to understand business rules and translate them into accurate user stories.
- Established acceptance criteria and refined stories with Scrum teams.

Product Delivery Manager | March 2017 - October 2019

- Collaborated with clients and internal stakeholders to design solutions that were inline with the direction of their organization.
- Monitored resource allocations and delivery schedules with Senior Leadership Team and Project Management Office to exceed client expectations and maintain profitability.
- Supported account executives and Executive Leadership Team with project deliverables, proposals, and on-site client presentations/demonstrations.

- Designed/Implemented improved UI/UX experience in multiple platforms.
- Worked with team leads to plan sprints and gather requirements in JIRA / Confluence.

Director of Multimedia | July 2010 - March 2017

- Managed a team of design, development, and video professionals.
- Contributed to custom eLearning content and SCORM development efforts.
- Collaborated with Instructional Designers to prepare storyboards and define learning objectives.
- Worked alongside the Project Management Office to track budgets and maintain timelines.

Blit Games, Middletown, DE

Game Developer | June 2007 - June 2010

- Implemented a sweepstakes registration system for an online marketing campaign.
- Developed 3D game experiences using Adobe Flash and Away3D.
- Designed and implemented various 'adver-game' experiences on ASP.Net and Microsoft SQL Server platforms.

Kanter International, Philadelphia, PA

Interactive Developer | February 2006 - January 2007

- Developed dynamic web solutions using Cold Fusion and Adobe Flash.
- Designed and implemented a custom Content Management System.
- Advised and managed interns within the Interactive Department.

Palisades Toys, Elkridge, MD

IT Coordinator | September 2003 - August 2005

- Designed and implemented custom e-commerce and inventory solutions.
- Implemented and maintained fan club message board system.
- Managed internal systems and network infrastructure.

Big Head Media, Elkton, MD

Owner | May 2003 - June 2010

Founded in 2003 in response to requests for premier web solutions for local and national clients. Managed a team of designers and developers that provided services to clients including ASCAP, Iron Monkey Interactive, Sony Entertainment, and Sprout (NBC Universal).

Black Oak Technology Solutions, Salisbury, MD

Web Developer | October 2002 - May 2003

The Hypersite Network, Salisbury, MD

Web Developer | October 2000 - September 2002

Beacon Technologies, Salisbury, MD

Web Developer | January 2000 - October 2000

EDUCATION

Salisbury State University – B.S. Mathematics / Computer Science Concentration

Salisbury, MD