# KOLE HAINZ
**PRODUCT MANAGEMENT PROFESSIONAL + UX INSTRUCTOR**

## EXPERIENCE

### PRODUCT EXPERIENCE MANAGER, INFOR    2016 - 2017

Led product experience for two major teams at world's third largest enterprise software company: Infor's retail store management suite and ecommerce engagement platform

Supervised team of product designers, project managers and business analysts

Implemented a dual-track Agile methodology across two multi-tenant SaaS solutions and five products on a two-month release train

Led requirement gathering and use case definition with major Infor customers including Nordstrom, DSW and Golfsmith/Dick's Sporting Goods

Planned, prioritized and steered product roadmaps

Worked with counterpart leaders in product strategy, functional development and engineering to establish priorities and release plans

Modernized team's design tools, structure, roles/responsibilities and research methods

Developed an OKR (Objective and Key Results) initiative to foster team member growth, goal-setting and transparent, consistent performance evaluations

### SENIOR INTERACTION DESIGNER, DEVBRIDGE    2014 - 2015

Served as lead designer for key clients including Grainger, McDonald's and Mercantil

Worked with product managers to gather requirements and define product strategy

Created user flows, wireframes, Axure and InVision prototypes for web and mobile apps

Defined scope, methods and success metrics for on critical user testing initiatives

Organized multiple UX events and served as community advocate for Devbridge

Implemented and organized internal education initiatives—regular design team workshops and company-wide "lunch and learn" sessions

### UX INSTRUCTOR, GENERAL ASSEMBLY    2014 - present

Instruct adult students looking to change careers or improve their knowledge of user experience and digital product design

Teach workshops and part-time courses on user experience fundamentals, user research, usability principles, design methods and software development

## SITE + CASE STUDIES

kolehainz.com

## COMPETENCIES

**PRODUCT STRATEGY**
Competitive analyses, market research, business model canvas evaluations, stakeholder validation

**REQUIREMENT GATHERING**
User story mapping, participatory design, OKR + KPI definition, stakeholder workshops and interviews

**ROADMAPPING + PRIORITIZATION**
Leading ceremonies, defining stories, facilitating and conducting estimates, release planning, backlog grooming, deliverable planning

**INTERACTION + PRODUCT DESIGN**
Object-oriented UX, user research, rapid prototyping, wireframing, user flows, task flows, usability testing

**SOFTWARE DEVELOPMENT**
Front-end web stack, API planning, design system development + management, software architecture

## REFERENCES

NUNZIO ESPOSITO
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