

Michael Doss

Senior UX Designer

uxmdoss@gmail.com | uxmdoss.com

PROFESSIONAL SUMMARY

UX Designer with experience shaping complex consumer experiences across e-commerce and higher education. Skilled at reframing ambiguous problems, aligning stakeholders, and translating business and technical constraints into scalable digital experiences. Combines UX strategy, design systems thinking, and AI-assisted workflows to move products from concept to launch.

EXPERIENCE

Missouri University of Science and Technology, *September 2023 - Present*

UX Designer - Expert

- Contributed to university-wide digital initiatives spanning UX strategy, information architecture, and implementation, supporting a 7% increase in enrollment.
- Led UX and frontend implementation for advising-focused web experiences, restructuring fragmented information into a more centralized, student-centered platform.
- Designed and implemented production web experiences across university CMS platforms, including WordPress and Terminalfour, reducing dependency on developer handoffs and speeding up delivery.
- Leveraged AI-assisted workflows with Claude and ChatGPT to accelerate prototyping, frontend implementation, troubleshooting, and interactive web development, reducing iteration time and expanding execution capabilities across projects.
- Mentored a junior designer through collaborative reviews, design critiques, and feedback focused on execution quality and strategic thinking.

WongDoody, powered by Infosys, *September 2021 - May 2023*

UX Designer, embedded with T-Mobile (Consumer Postpaid)

- Reframed a mis-scoped UI refresh into a full identity-management redesign supporting T-Mobile's transition from phone-number-based accounts to T-Mobile IDs.
- Defined role-management flows for all user types while designing within significant backend constraints alongside engineering partners.
- Redesigned T-Mobile's eSIM onboarding experience, contributing to an 87% increase in eSIM activations and improving activation efficiency ahead of the eSIM-only iPhone launch.
- Collaborated cross-functionally with product, research, copywriting, and engineering teams to simplify complex customer journeys across BYOD, MyTMO, and purchase flows.
- Translated complex business, technical, and operational requirements into scalable experiences used by millions of T-Mobile customers.

Freelancing, *January 2021 - August 2021*

UX Designer

- Designed and launched a Shopify e-commerce experience that contributed to a 40% increase in customer engagement while establishing scalable brand guidelines.

EDUCATION

Rhode Island School of Design, 2021

Certificate in Strategic Insights, Practice, and Impact

Pittsburg State University, 2020

Bachelor of Science in Graphic Communications

SKILLS

UX Design, Product Design, Product Thinking, UX Strategy, Information Architecture, Interaction Design, User Research & Usability Testing, Accessibility (WCAG / ADA), Content Strategy, Content Architecture, Customer Journey Mapping, Design Systems, Stakeholder Alignment, Cross-functional Collaboration, Agile, Prototyping, Frontend Implementation

TOOLS

Figma, Framer, Adobe Creative Suite, Miro, Asana, HTML, CSS, WordPress, Terminalfour, Claude, ChatGPT, Qualtrics