

# DWAYNE HILL

Product Designer/Researcher | Pittsburgh, PA | 770.899.3085

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## SKILLS

Information Architecture  
Research  
Competitive Analysis  
User Interviews  
Wireframing  
Usability Testing  
Data Visualization  
Workshop Facilitation  
User Flows & Journeys  
Sketching  
Iterative Design  
Site Mapping  
Prototyping  
Persona Development  
Public Speaking

## SOFTWARE TOOLS

Figma  
Sketch  
Invision  
Adobe Xd  
Pivotal Tracker  
OmniGraffle  
Miro  
Keynote

## EDUCATION

General Assembly  
UX Design Immersive

Morris Brown College  
BA Design

## INTERPERSONAL

Team Builder  
Attentive Listener  
Creative Problem Solver

## EXPERIENCE

### Product Designer & Researcher

06.19 – present

Dick's Sporting Goods

Pittsburgh, PA

Leading the UX vision and design in a complex multi-million-dollar Labor Management domain. Work on a balanced team to complete the entire product lifecycle from discovery to delivery. Contributing to the digital and product transformation for Dick's Sporting Goods through design and education. Utilize research, design, and storytelling experience in a cross-functional role to complete major organizational projects. Lead Inclusion and Diversity initiatives for the Store Technology Group.

### User Experience Designer (Contract)

10.18 – 03.19

The Home Depot – Merchandising Division

Atlanta, GA

Worked on a balanced product team in an enterprise environment utilizing Agile processes to enhance the experience of Data Scientists. Collaborated and lead UX activities to deliver a space optimization tool that was scalable, provided future adaption across business streams, and streamlined the user's experience through usable and functional enhancements.

### User Experience Designer and Strategist (Contract)

08.18 – 10.18

One Step Above Dance Company

Atlanta, GA

Collaborated with company owner to improve the brand's digital presence and enhance the overall online user experience. Recreated website architecture and design to reduce user's cognitive load when navigating the website.

### Client Services Manager

2007 – 2017

Money Management International, Inc.

Atlanta, GA

Effectively managed B2B and B2C outreach partnerships and Client Service products with banking institutions and investors within the non-profit financial industry. Developed client and customer outreach experiences focused on keeping distressed homeowners from losing their homes. Partnered with Counseling departments to create tools and processes that enhanced the journey of customers seeking financial counseling assistance.

### Retail Management

1999 – 2007

Armada, DTLR, Macy's, Target

Atlanta, GA

Served in various capacities from Department Manager to Multi-Store Manager with day to day operational responsibility overseeing departments and stores generating millions in revenue. Trained retail managers by creating a training curriculum focused on successful in-store experiences and processes. Coached and developed staff through monthly one-on-one sessions and mentoring.