

# Thomas Michaud

5550 Bryar Rose Dr. Ooltewah, TN 26263 / 269-921-0998 / tjmichaud@gmail.com

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July '19 - Present: **Lead UX Designer, Research & Design** (Remote) — Responsible for leading the UX design process in initial discovery, Information Architecture, content strategy, design exploration, usability testing, and accessibility. Oversee sprints, daily standups, and Project Manager for a half-dozen different projects.

- Managed a half dozen different client projects and tasks to keep on time and within budget. Communicated with clients through daily stand-ups and weekly updates.
- Developed IA and content strategy spreadsheet for a university that helped them re-organize and prioritize over 1200 pages.
- Led Accessibility testing for university clients to help them achieve Web Content Accessibility Guidelines at level A and AA.
- Led usability testing for an multi-page online questionnaire and developed a presentation to provide evidence where there was ambiguity in questions and interactions; the presentation included suggestions for changes to improve the experience the client adopted.

July '13 - July '19: **Facilitator & Curriculum Developer**, *Center Centre—UX Design School* — Responsible for UX (User Experience) curriculum, recruiting, managing 12 students in project based learning, recruiting, and project management. Oversaw Sprints, daily standups, and assisted in teaching advanced visual design and prototyping skills.

- Co-created 24 core UX course with over 130 competencies and 1700 achievements.
- Co-managed 6 students over two years with all students working as UX designers.
- Led design team over five 2-week design sprints to deliver and present a high-fidelity prototype for the Office of Marketing and Communications for Marquette University.
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**September '18 - October '18: UX Designer Contractor**, *Chattanooga Chamber of Commerce* — Responsible for design and content editing for the Velocity 2040 Community Vision Project survey for Chattanooga and Hamilton County.

- Designed and developed online website that was multilingual.
- Designed wordmark that was used in all marketing material.
- Assisted junior designer in intercept user research for online survey.
- Edited text for survey to make it understandable for reading levels at grade 5 and above.

**November '17 - March '18: UX Project Manager Contractor**, *Applied Technology Systems (ATS)* — Responsible for leading design team in developing a high fidelity prototype for documentation site for developer framework..

- Determined project scope for five 2-week sprints that led to deliverables being delivered on time.
- Led initial kickoff meeting to determine sprint objectives.
- Assisted two students in being sprint leaders for their team.
- Assisted junior designers to understand developer needs based upon interviews.

**July '17 - October '17: UX Project Manager Contractor**, *Marquette University* — Responsible for leading design team in developing a high fidelity prototype for the office of Marketing and Communications at Marquette University.

- Designed and developed online website that was multilingual.
- Designed wordmark that was used in all marketing material.

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**November '16 - April '17: UX Project Manager, User Interface Engineering (UIE)** — Responsible for leading design team in developing a high fidelity prototype of a UX resource aggregator for UIE founder Jared Spool.

- Led design team in sprints to meet stakeholder deadline.
- Connected with InVision, Sketch, and Webflow to get licensing for prototyping.
- Led design team in learning responsive design and prototyping to develop high-fidelity prototype.
- Edited text for survey to make it understandable for reading levels at grade 5 and above.

**July '06 - July '13: Assistant Professor of Design, Andrews University** — Responsible for developing curriculum and teaching 4 web design courses, recruiting, and advising students. Restructured courses from 16 weeks to 8 weeks. Allowing students to complete courses in one year.

- Authored [Foundations of Web Design: HTML & CSS](#) through Peachpit Press and Pearson Education in 2013.
- Developed three web design courses, interaction design course, and taught illustration. Was awarded the Augsburg award for Excellence in Teaching in 2011.

**May '01 - July '06: Web Manager and Senior Designer, Lane Automotive** — Managed web design, development, deployment, and maintenance for five separate divisions. Responsible for designing and coordinating content for three 200+ page catalogs and two newsletters. Responsible for design department's transition of software from Quarkxpress to Adobe InDesign. Oversaw research and purchasing of over \$10,000 of hardware upgrades.

- Awarded Silver Medal in cartooning for *A Parable for Our Recessive Times* at the International Automotive Media Awards in 2013
- Awarded spot in *CSS Zen Garden* for [a single page design - 45 RPM](#) - for a judged international Web Design competition in 2003. The design was also included in the publication of *CSS: The Missing Manual*, (McFarland, 2006).

## FREELANCE

Since the mid-1990s, I've worked as a cartoonist, illustrator, graphic designer, web designer, and user-experience designer.

**1989-1992 - Cartoonist for the University Daily Kansan, The University of Kansas** — Responsible for editorial cartoons for the op-ed page. Illustrated for articles. Illustrated daily cartoons.

**1992-1994 - Lead visual designer, National Association of Lubricating Grease Manufacturers, Inc.,** — Responsible for annual meeting. Developed visual identity and layout for annual meeting brochure.

**2001-2018 - Freelance Front-end Web Designer and UX Designer.** — responsible for initial sketching, visual design, interaction design, user research, and information architecture. Some projects required additional visual design work with logos and print materials. Clients include:

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- Kai Steele DDS ([website](#))
- Renewing Pastors ([website](#) / Logo / business cards)
- Ooltewah Adventist School ([website](#))
- McDonald Road Seventh-day Adventist Church ([website](#))
- Give Them Something Better ([website](#))
- Dr. Dock ([website](#))

## EDUCATION

**MFA Web Design & New Media**, Academy of Art University, 2011

**BGS Political Science** (major) & **English** (minor), The University of Kansas, 1991