

Mark Reilly

mark@markreilly.com • 347 228 3696

82 Plymouth Avenue,
Maplewood, NJ 07040

Portfolio <https://bit.ly/mark-reilly-portfolio>

LinkedIn <https://bit.ly/mark-reilly-linkedin>

Summary

I am a proven design leader who has successfully managed large digital projects for high profile clients. I leverage my extensive background in both design and development to build comprehensive, reusable, and scalable digital products and design systems.

Professional Experience

American Express

January 2018–Present

Senior User Experience Designer

- Working within an agile team to redesign *American Express'* corporate card expense reconciliation software. Leading ideation and sketching sessions, building and testing prototypes. Creating a design system and documentation
- Transformed *American Express'* Design Language System Sketch file into a versatile UI Kit. Rebuilt to harness Sketch's reusable styles & nested symbols

KBS

March 2015–November 2017

Associate Director, User Experience

November 2016–November 2017

- Led a design discovery to redesign the *PODS* website that won a multi-million dollar redesign contract. Delivered a UX audit, competitive research, personas, journey maps, and usability testing
- Designed a 3D cabinet configurator for *Stanley Black & Decker*; We successfully launched an MVP and two feature releases. Created a design system, user flows, usability tests, and comprehensive prototypes
- Led the UX team and built a skills matrix to help visualize our strengths and gaps. Established a *Sketch* and *InVision* workflow to streamline work between the UX, Design, and Development departments

Senior User Experience Designer

March 2015–November 2016

- I led the responsive redesign of *BMWUSA.com*, resulting in a 216% increase in mobile traffic surpassing desktop traffic. Built a modular design system, a responsive grid, wireframes, user flows, and prototypes
- Redesigned the sign-up flows for the *My BMW* website. Created wireframes, user flows, interaction and technical documentation, and detailed prototypes
- Designed a learning center for digital marketing at *Hershey*. Conducted user and stakeholder interviews, designed content types, and wireframes

New York University

October 2008–March 2015

User Experience Specialist

Digital Communications Group, NYU Information Technology Services

August 2014–March 2015

- Designed and developed a new responsive user interface for *Sakai*—an open source Learning Management System—used by over 350 leading learning institutions. Integrating my user experience research and user interface improvements from NYU Classes
- Redesigned and prototyped a new user interface for NYU's *Email Direct*—a bulk email communication tool for NYU administrators

Skills

- Problem Framing, Ideation, & Design Thinking
- Design Systems, Style Guides, & Visual Design
- Responsive Web Design & User Interface Design
- Interaction Design & Information Architecture
- Sketching, Storyboarding, & Paper Prototyping
- Wireframing, Card Sorting, & High-fidelity Prototyping
- Usability Testing, User Interviews, & Personas

Technical Skills

- Sketch, Photoshop, Illustrator, InDesign
- InVision, Principle, Framer, OmniGraffle
- Final Cut Pro, Keynote, After Effects
- Markup (HTML) & Styling (CSS)
- Sass, Javascript & jQuery, Grunt & Gulp
- Git & SVN, PHP, MySQL, Drupal

User Experience Designer

Academic Technology Services, NYU Information Technology Services

October 2011–August 2014

- Conducted extensive usability testing and research on *NYU Classes*—a Sakai Learning Management System (LMS). Redesigned and developed the new user interface based on our research recommendations
- Created a 'Mobile First' prototype for our redesign of *MediaCommons*—a digital network for professors and post-graduate students of film and media studies
- Designed *NYU Stream* a video streaming service built on the *Kaltura* platform

Interactive Designer and Developer

Faculty Technology Services, NYU Information Technology Services

October 2008–October 2011

- Designed and developed *MediaCommons*—a digital network for professors and post-graduate students—using Drupal. Established a distinctive look and feel for the *MediaCommons* network and its project sites
- Designed and developed two platforms for browsing the digital collections of *NYU Libraries*. Allowing patrons to view both image-based collections—scanned books and photographs—and stream audio and video collections
- Researched streaming services and wrote a report recommending the *Kaltura* platform for NYU's in-house streaming platform

Columbia University

August 2001–September 2008

Senior Web Designer and Developer

Columbia University Digital Knowledge Ventures

May 2005–September 2008

- Designed and developed educational course content and departmental websites for *Columbia University* and affiliated non-profits

Web Designer and Developer

Columbia University Digital Knowledge Ventures

August 2001–May 2005

- Worked with *Columbia University* faculty to design and develop interactive e-seminars and courses
- Designed and developed interactive maps, audio slideshows, podcasts, and video production and post-production for streaming video and DVD

Teaching

The New School, Fall 2004–Spring 2008

Adjunct faculty member, *Media Studies*

- Courses: *Foundations of Media Design*, *Digital Video Effects*, and *Motion Graphics with After Effects*

Columbia University, Summer 2005–Summer 2008

Instructor, *High School Program*

- Course: *Digital Filmmaking: From Initial Concept to Final Edit*

Education

Ph.D. Media & Communication, *The European Graduate School*, Saas-Fee, Switzerland

Certificate in Film Production, *The New School*, New York, NY

M.Phil. Medieval History, *Trinity College Dublin*, Ireland

B.A. History and Philosophy, *University College Dublin*, Ireland