


# MICHAEL GOMEZ

## Product Design Leadership

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 <https://uxd0.webflow.io/our-testing>

## CAREER PROFILE

Experienced Head of Product Design with a track record of success delivering user-centric digital products for Fortune 500 companies. Skilled in optimizing design processes to align with tangible objectives, and leveraging AI technologies to create innovative solutions. Experienced with Fintech and Health-tech.

## PROFESSIONAL EXPERIENCE

**2023 - Present: Swivel**



**Head Product Design Strategist, AI (Consultant)**

As the lead product design consultant, I specialize in crafting product design and interaction strategies for the Customer Payment Engine—a robust payment system transacting 12 million payments per year. By fusing design thinking and cross-functional collaboration, I deliver innovative and scalable solutions driven by clear and prioritized goals. [www.getswivel.io](http://www.getswivel.io)

**2021 - 2023: MyBenefits.ai**



**Head, AI Product Designer**

As Head AI Product Designer, I automate patient hospital discharge through user-centric AI solutions. Conducting patient and provider research, FLORA, our AI assistant, enhances post-care communication. Its intuitive interface empowers users to gain better insights into patients' needs. From concept to execution, I drive the full product design lifecycle for innovative healthcare UX. [www.mybenefits.ai](http://www.mybenefits.ai)

**2021 - 2023: Bill.com**



**Head of Product Design**

As a design leader at Bill.com, I led a 30-member team responsible for the Core Product, delivering user-centered designs that drove ambitious business goals. Our innovative design processes, in collaboration with product and engineering teams, revolutionized back-office financial operations for SMBs, leading to a remarkable 12% increase in revenue. Explore our great solutions at [www.bill.com](http://www.bill.com).

**2014 - 2021: UST**



**Head of User Experience Design: Digital Practice**

As the head of UST's UXD global digital practice, I managed a team of 11 UI designers and information architects, driving the delivery of cutting-edge digital solutions for top clients like Anthem, Albertson's, Costco, Experian, and Equifax. I implemented a lean UX process and rolled rapid prototyping tools such as InVision, ensuring top efficiency and creativity. With a strong focus on user-centered design

and cross-functional collaboration, our practice consistently delivered impactful and scalable solutions that generated 50M USD. Explore work at [www.ust.com](http://www.ust.com).

## **2010 - 2014: Kony | Temenos – San Mateo, CA**



### **Director, User Experience**

As the Director of User Experience at Kony, I led a global team of 30 UI/UX designers in developing cutting-edge digital solutions for leading financial institutions, such as Citi, HSBC, CapitalOne, and Bank of America. Through user-centered design and Kony's proprietary software, we delivered seamless and innovative mobile applications across multiple channels. We secured valuable partnerships with top-tier clients, establishing Kony as a recognized leader in digital banking solutions. My product design service practice was responsible of 40% of Kony-Temenos revenue. [www.kony.com](http://www.kony.com).

## **2009 – 2010: Blackberry | Good – Redwood Shores, CA**



### **Principal, User Interface Design - Product**

As Principal Designer at BlackBerry, I collaborated with developers, PMs, and business owners to set new UX standards for our mobile applications. I played a key role in designing and directing the user experience of our mobile applications, featured at the GSMA Mobile Congress in Barcelona. Using a user-centric approach, I created seamless and intuitive experiences for enterprise. [www.good.com](http://www.good.com).

## **2007 – 2008: LiveScribe.com – Oakland, CA**



### **Sr. UI Engineer - Product**

As the lead UX/UI designer for PenStation software, I played a pivotal role in shaping the user experience, visual design, and interface of this innovative consumer desktop application. Collaborating closely with cross-functional engineering teams, I leveraged the unique capabilities of the *SmartPen Pulse* and *Echo* to create a seamless experience for users. [www.livescribe.com](http://www.livescribe.com).

## **August 2003 - March 2007: Virgin Mobile - Walnut Creek, CA**



### **Web Globalization Manager - Web Designer/UI Developer**

As a front-end manager for the Latin Web Channel, I oversaw the development of user experience as well as the localization for web portal mobile plans and on-the-go payments. [www.virginmobileusa.com](http://www.virginmobileusa.com).

## **2002 - 2003: Intel Corporation - Folsom, CA**



### **Web Design, Authoring, Multimedia and Localization Manager**

Managed, authored, architected and designed Web pages for Intel's Latin America Region (LAR), and redesigned the Intel Celeron® and Intel Centrino® chip processor's web pages [www.intel.com](http://www.intel.com).

Earlier experience includes Art Director, Web UI Designer and Web Production at:



## **EDUCATION**

- + Studied Electrical and Mechanical Engineering - **Guayaquil Superior Technical Institute S.A**
- + Certification Program in Multimedia and Web Authoring - **College of Marin IVC** (Novato, CA)
- + Certification on Gamification Psychology & Strategy - **Wharton Online - University of Pennsylvania**