MICHAEL CLINGERMAN, M.Sc. | Principal UX & Product Designer - Design Leadership, Design Systems & AI-Enabled Product Design | Akron, OH

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Principal-level UX and product designer with 20 years taking enterprise, regulated, and consumer software from first sketch to shipped interface. Designs the hard parts: data-dense analyst tools, clinical reports, mission-critical field software, and AI interfaces that people have to trust before they will use them. Leads with research rather than opinion - ride-alongs, plant-floor interviews, and usability testing shape every screen - and builds the systems that keep design quality intact at scale, from IBM Carbon and Fluent UI adoption to Figma token governance. Hired and led a UXD/UXR team of eight, and still works hands-on, from paper-and-marker sketches to code: designed and built msc-uxdesign.com with Claude Code.

CORE COMPETENCIES

- **Product & Interaction Design** - End-to-end product design from discovery to shipped UI, information architecture, interaction and visual design, user flows, wireframes and high-fidelity prototypes, data-dense enterprise interfaces and data visualization
- **Design Systems** - IBM Carbon and Microsoft Fluent UI adoption, Figma variables and tokens, component governance, multi-theme deployment, accessibility standards, design-to-engineering handoff
- **Design Leadership** - Hiring and leading UXD/UXR teams, design quality standards and critique, operating cadence, coaching developers new to design systems, executive storytelling
- **Research-Driven Design** - Contextual inquiry and ride-alongs, usability and concept testing, personas and journey maps, mental-model studies, evaluative prototyping
- **AI & Emerging Interfaces** - Generative-AI and agentic interaction patterns, natural-language analytics, voice UI, AI-assisted design and build (Claude Code, Claude Design, Figma MCP)
- **Craft** - Hand sketching on paper with marker, Figma, Balsamiq, HTML, CSS and JavaScript, B.F.A.-trained visual design

PROFESSIONAL EXPERIENCE

AETHRIOM.AI | Head of Product & UX Design | 08/2025 - Present

- **Lead product and UX design for CIPHER,** a composable eight-product manufacturing intelligence platform, designing one consolidated interface architecture so every product has a defined user and a clear place in the system, from proof-of-concept through enterprise deployment in high-security and industrial printing.
- **Design natural-language dashboard creation and agentic workflows,** testing comprehension and trust with plant operators and refining the interaction patterns around what they found.
- **Prototype with engineers on experimental MCP plug-ins,** putting build-ready designs in front of customers inside two days.
- **Shape every screen from time on the plant floor,** designing for lineage, immutability, and operational visibility with operators across 100+ enterprise manufacturers, among them Procter & Gamble, Rolls-Royce, Ferrari, and Avery Dennison.
- **Directed brand, website, and product messaging from zero.**

STUFFRESCUE.ORG | Founder & Executive Director (Part-Time) | 501(c)(3) Nonprofit, Akron, OH | Founded 2018 - Relaunched 06/2026 - Present

- **Designed the virtual donation experience:** in-home object recognition that lets a household see what it already owns, decide what to release, and hand it directly to a neighbor, with no warehouse, truck, or resale middleman.
- **Wrote the dignity-first interaction rules the product is held to** - no proof of hardship, no pity framing, no cost inside the local radius - grounded in a 15+ paper review of prosocial neuroscience and the behavioral economics of the zero-price effect.
- **Designed and tested the Wish Program,** a campaign model for raising secondhand goods rather than cash, including rendering wishes in-feed like any other post so no one has to identify as in need to receive help.
- **Design inside an AI-assisted loop,** sketching flows in Claude Design and pushing them into Figma over the Figma MCP server, so a concept drawn in the morning is in front of partners the same day.

- **Lead a volunteer multidisciplinary team** across product, engineering, content, and community operations.

OHIO STATE HIGHWAY PATROL | Product Strategy & UX Lead | 11/2024 - 08/2025

- **Sole designer and researcher on OTIS 2.0,** designing the multi-touch replacement for the Patrol's legacy trooper software across Motorola tablets and field devices.
- **Designed for divided attention under time pressure,** using ride-alongs and field interviews to shape a feature set that reduced cognitive load, accelerated field reporting, and improved officer safety.
- **Established Figma design system governance** with variables and tokens integrated with ASP.NET Fluent UI, enabling multi-theme deployment, and coached state developers new to design systems so design decisions survived implementation.

BANKNOTE OF AMERICA | Technology Strategist & UX Lead (Contract) | 05/2024 - 11/2024

- **Designed personas, user flows, and wireframes** for mobile driver's licenses and digital wallet concepts, aligning the experience with regulatory requirements in a regulated identity-credential market.
- **Validated concepts with users** to surface adoption barriers and new revenue paths, helping compress a projected five-year roadmap to 18 months within a $500K budget.

ADAPTIVE BIOTECHNOLOGIES | Head of Product Design & Research (Sr. UX Manager) | 06/2022 - 05/2024

- **Built and led a UXD/UXR team of 8** for a $135M clinical diagnostics suite, setting the standard for design quality and contributing to $41.9M YoY growth in quarterly orders.
- **Redesigned the clinical diagnostic report,** testing comprehension with the healthcare providers who read it and strengthening adoption in a competitive diagnostics market.
- **Modernized order management and LIMS around the patient,** reducing analyst cognitive load across dense operational workflows.
- **Made IBM Carbon the shared design language between design and engineering,** which shortened sprint cycles, and moved the team onto Figma and Balsamiq for faster iteration.

VOICEOPS | Head of Product Design & Research | 05/2021 - 06/2022

- **Took the MVP of an AI-driven sales enablement platform from first concepts to the launch release,** the product that helped the company close Series B and C funding.
- **Designed dashboards that turn AI call analysis into queued coaching for trainers,** plus the interaction patterns for reviewing and correcting model output that sped up model training.
- **Set KPIs and usability priorities** from behavioral data (HotJar, Insightful.io) and customer research.

OPSEC SECURITY | Director, Product Design & Research | 07/2018 - 04/2021

- **Ran a multi-year redesign of a $210M global brand-protection platform,** moving analysts from data tables into visual, predictive tools while the business held 90% retention and 95% recurring revenue and grew $70M year over year.
- **Replaced 180+ column data grids with a customizable HUD (Smart Tabs)** and graph visualizations that link bad actors across marketplaces, cutting time-on-task for 180+ analysts worldwide.
- **Designed open-box ML tagging that shows analysts why a tag was applied,** so they could trust or overrule it; Smart Tagging reported efficiency gains of up to 62%.
- **Sketched network-intelligence concepts by hand** with persona-driven scenarios, securing leadership buy-in for the graph visualization MVP.

DELOITTE | Head of Product Design & Research | 03/2017 - 07/2018

- **Designed the new Bersin by Deloitte experience end to end,** from information architecture to interface, as the business grew from $20M to $250M inside Deloitte's $1.3B HR division.
- **Designed the HR research E-Reader** - scrubber-bar navigation, embedded annotation, and smart search - producing a 3.5-hour average session, the longest sustained use in Deloitte history.
- **Built a design system aligned with Deloitte's Human Capital brand,** with accessibility standards and inclusive persona development built into the requirements.

AMAZON FOODS / SAMSUNG | UX Designer & Researcher, Voice Interfaces (M.Sc. Thesis Research) | 05/2018 - 07/2018

- **Designed VUI flows and prototypes** for Alexa-infused Samsung refrigerators from mental-model research in home kitchens.
- **Designed the recipe-to-cart flow around one insight** - show shoppers the ingredients they are missing - lifting results 25-35% on average across testing.

SAP - ABAKUS | Lead Product Design | 07/2016 - 08/2017

- **Brought the Abakus marketing dashboards into the SAP platform after the $632M acquisition,** redesigning the interface around how clients actually used it, which improved adoption.
- **Redesigned cross-channel reporting views** so marketers could compare campaign interactions side by side and tune campaigns faster.

MICROSOFT | Product Manager & Head of Product Design | 06/2015 - 08/2016

- **Set the interface direction for OneRM,** Microsoft's Salesforce competitor, as head of design for two Agile teams (12+ members) on a platform worth $500M in business value.
- **Stood up a permanent ethnographic workstation and ran 24+ user interviews,** combining them with live usage data via Azure Cosmos DB so design requirements came from continuous evidence rather than one-off studies.

PREVIOUS EXPERIENCE (1997 - 2016)

Director of Interactive Design at Yahoo! (scaled a team from 3 to 96 to monetize the Yahoo! homepage; co-led Yahoo! Personals), Co-Creative Director at Turner Network Television, and art direction at Ogilvy & Mather and Macuarium Inc. Clients include Coca-Cola, Pepsi, P&G, Ford, Kodak, and Gulfstream Airlines.

EDUCATION & CERTIFICATIONS

- **M.Sc. in Qualitative HCI & UX Research** | Kent State University, 2018 | 3.9 GPA | Golden Key International Honour Society
- **B.F.A. in Graphic Design** | Savannah College of Art and Design, 1995 | 3.8 GPA
- **Human-Computer Interaction for UX Design** - MIT, 2018 | Human-Centered Service Design - IDEO U, 2015 | Certified Scrum Master (CSM) - Scrum Alliance, 2016 | HTML5, CSS & JavaScript Bootcamp - Nucamp, 2019

SELECTED WORK, WRITING & COMMUNITY

- **Portfolio:** msc-uxdesign.com - an interview-style portfolio designed and coded with Claude Code on IBM Carbon, including UX-Ray Vision, a live view of the design system behind any element.
- **Writing:** articles on UX for aging populations, drawn from primary research with older participants, at msc-uxdesign.com/articles.
- **Investor & Board Member** | TreeFree Solutions (2016-2024) - Board seat on a sustainable-materials venture working toward IKEA's global sustainability goals and the UN SDGs.
- **Digital Product Advisor & Mentor** | VirusIQ (2020) | Microsoft BizSpark Grant Recipient - StuffRescue, 2018 | Student Mentor, Bill & Melinda Gates High School - mentored a student to a $200K scholarship at California College of the Arts.