

Michael D. Watson

A leading UX/Product Designer with over 13 years of professional experience, working for various Fortune 100 clients and small businesses. Seeking out impactful roles where efficiency can drive change and elevate productivity.

CONTACT

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EXPERIENCE

Walmart Health & Wellness

Principal UX Designer

Bentonville, Arkansas · Oct. 2024 - Present

- Leading end-to-end design for multi-surface patient journeys across Walmart's Pharmacy and Health & Wellness platform — spanning web, native, and conversational channels — that serve millions of customers managing critical healthcare needs.
- Owning regulated, high-complexity initiatives across consent and compliance, authenticated dashboards, clinical scheduling, and pharmacy onboarding — driving each from discovery through stakeholder sign-off.
- Grounding design decisions in formal research and competitive intelligence, including comprehensive UX audits, customer journey mapping, longitudinal store-level interviews, and usability evaluations of shipped flows.
- Extending the broader design practice through contributions to the Living Design system and a suite of internal tooling built to streamline recurring design and production workflows.
- Mentoring designers through organizational transition, partnering closely with Product, Engineering, Research, and Clinical stakeholders, and helping establish AI-assisted design practices that position the team for emerging healthcare experiences.

Sam's Club

Lead UX Designer - In Club Experiences

Austin, Texas · Jun. 2024 - Oct. 2024

- Innovating with the In-Club: Fresh team on Cafe initiatives that cover a new self-checkout kiosk experiences for customers ordering ready-made food and beverages.

Sam's Club

Sr. UX Designer -
Enterprise Design
Systems

Austin, Texas · Sep. 2023 - Jun. 2024

- Consulting for the Design Systems team and leading core atomic work through a larger audit and implementation strategy involving the new Variables library adoption — including branded (themed) extension management from the Walmart LD (Living Design) core design library.
- Generating, testing and integrating a new palette of 190 (10 hues x 19) color shades that will act as the new foundational structure for all Sam's enterprise and omnichannel products. This palette maintains a consistent math-based functionality to achieve WCAG AA compliance across all intended color pairing combinations.
- Generating, testing and integrating Typographic structures that both anticipate and align with the LD core library variable themed structure. This work included research and assessments on a hard baseline alignments, monospaced font pairing and WCAG readability guidance.

Sam's Club

Sr. Product Designer -
Merchant Enablement

Austin, Texas · Mar. 2023 - Sep. 2023

- Engaged with key stakeholders and merchant category owners to elevate critical functionality while balancing MVP requirements and constraints.
- Resolved complex component functionality with the assistance of scrappy development solutions, and an evolutionary approach to design systems contribution.
- Strategically balanced item assortment UX initiatives with surrounding core functionality work that was interwoven into weekly sprints and discussions.

Walmart Global Tech

Sr. UX Designer

Austin, Texas · May 2022 - Mar. 2023

- Vetted and refined enterprise-focused design system components & style updates for a transformation from Material Design to (Walmart) Living Design standards.
- Improved usability prioritization by implementing meaningful insights gathered from multiple international listening sessions.
- Supported guiding principles which focused on unifying sourcing/supplier workflows, enhancing dialogue and streamlining data capture through process automation.

8fig

Lead Product Designer

Austin, Texas · Nov. 2021 - Apr. 2022

- Acted as the Principal Design Lead to help scope a product vision and webapp focused foundation for a profitable planning tool.
- Successfully hired and managed Jr. Designers while also creating and quickly iterating on new design standards for both product and marketing teams.
- Drove insight and testing-focused updates to onboarding process changes that resulted in a monthly new user conversion increase of +30% month/month growth.

PayPal

Lead UX Designer

Austin, Texas · Sep. 2020 - Nov. 2021

- Oversaw all aspects of the design process that relates to the developer.paypal.com web experience for multiple product areas.
- Helped create, iterate, redefine and test new responsive design system standards for front-end and product integrations.
- Worked closely with content, research, management and outside design resources to collaborate on a reenvisioned site map IA and site navigation style to create a use-case centric overhaul of 1,800+ pages.

Charles Schwab

Sr. UX Designer

Austin, Texas Area · May 2019 - Aug. 2020

- Consulted for various design efforts on the Digital Asset Transfer platform to assist in a modernization of business-essential programs for the e-retail experience on schwab.com.
- Joined and integrated alongside content, research, accessibility and other product partners to help deliver products with a highly-vetted and fully-fledged user focus.
- Championed agile processes to help track feature progress and ensure that milestones and deliveries were made on-time.

Under Armour
Sr. UI/UX Designer

Austin, Texas Area · Dec. 2018 - Apr. 2019

- Lead the joint effort as the sole designer on Unified Profile to clarify the form and function of the user profile across UA mobile apps.
- Crafted a flexible design approach to ensure each UA application on both iOS and Android operating systems felt familiar, yet fresh while functioning as a cohesive set.
- Integrated with multiple levels of product ownership, allowing for smooth platform integration and ensured quick and painless transitions alongside engineering efforts.

RigUp
Product Designer

Austin, Texas Area · Apr. 2018 - Nov. 2018

- Spearheaded the modernization of mobile applications, which focused on adaptations for both iOS and Android native development.
- Overtook primary design responsibilities to ensure the completion of critical project features and tasks while the design team was undergoing aggressive growth.
- Adapted and grew with multiple iterations of product team orientation and goal alignment while maintaining both a design-minded and customer-centric business focus.

EY
Lead Product Designer

Atlanta, Georgia · Jun. 2017 - Mar. 2018

- Consulted with multiple service lines of business in working groups to prioritize and build out enterprise level software requests.
- Advised on software updates and style guide organization to allow for more fluid design standards for applications among decentralized and remote teams.
- Tracked working cycle progress on multiple variants of product implementation with design, development and project leads to maintain a consistent delivery schedule.

IBM

Lead Product Designer

Atlanta, Georgia · Aug. 2016 - May 2017

- Re-envisioned critical interface changes for an updated and modern version of the responsive desktop web experience.
- Championed best practices for the Android core platform to maintain industry leading product implementation and high-quality oversight for an aggressive launch schedule.
- Worked alongside the Watson cognitive technology platform to better understand the capabilities of machine learning systems and how they can better assist design solutions.

Addepar

Product Designer

Greater New York City Area · Nov. 2015 - May 2016

- Assisted in prioritization of the product roadmap alongside internal stakeholders and external clients to maintain business goals.
- Mentored junior designers and helped to maintain a consistent, yet forward-thinking design strategy that both modernized and enhanced the Addepar interaction guidelines.
- Continually provoked new schools of thought by participating in multi-level design critiques and presentations which continued to evolve complex workflows into usable products.

Amazon Lab126UX Production Designer
- Devices

Seattle, WA · Jun. 2015 - Oct. 2015

- Strategized workload during daily scrum meetings to alleviate bottle necking during both production and delivery phases.
- Designed updates to current device interfaces while also helping to envision future platform improvements for the modernized FireTV and Fire Tablet devices.
- Kept close relationships with Visual and UX teams during iterative design phases to guarantee both high-level brand integrity and overall interactive continuity.

Microsoft
Product Designer

Redmond, WA · Jun. 2014 - Jun. 2015

- Successfully ramped-up and reworked design for Office 365 Video in first three months. Product is on track to launch worldwide for 16M+ customers in early 2015.
- Attended and led numerous design meetings to update coworkers and managers on current iterative phases + future thinking on Android Material standards for OneDrive.
- Maintained close working relationships with team prototype/design developers to ensure a distinct level of polish on deliverables.

Schakra
UX/UI Design Director

Redmond, WA · Nov. 2013 - Jun. 2014

- Maintained and iterated on new branding guidelines to help drive an up-to-date revitalization of the Schakra identity.
- Championed best usability and interaction design practices with emphasis on mobile accessibility to maintain seamless integration with touchscreen interfaces.
- Reported directly to — and brainstormed with V.P. of engineering to discuss progress and user research findings to help drive site engagement as well as future updates.

EDUCATION

**Savannah College of
Art and Design**

BA

Advertising Design · Graduation: Jan. 2011
Minor Interaction and Game Design

**Oakland Community
College**

Associate of Arts (AA)

Liberal Arts and Sciences/Liberal Studies · Graduation:
Jan. 2007

LINKS

Personal Website · www.mdwcreative.com

SKILLS

A/B Testing · Accessibility Standards · Agentic Prototyping · AI-Assisted Design
Workflows · AI Product Strategy · Agile Methodologies · Conversational UX · Design
Systems · Design Thinking · Figma · Generative AI Tooling · Information Architecture ·
Interaction Design · LLM-Integrated UX · Prompt Engineering · Prototyping ·
Responsive Design · Usability Testing · User Journey Mapping · User Research ·
Wireframing