JAMIE MCATEE

UX MANAGER

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PROFESSIONAL SUMMARY

User Experience Manager with extensive experience in leading user centered design solutions and fostering cross-functional collaboration in complex enterprise environments. Over a decade of experience in user research, user experience design, and agile methodologies, driving user-centered design and operational efficiency. Passionate about aligning product, engineering and design teams to deliver cohesive user experiences and continuously improve functionality.

WORK EXPERIENCE

SENIOR USER EXPERIENCE MANAGER
Honeywell Connected Enterprise / Atlanta, GA / Jan 2021 – Present

- Leading top NPI revenue, 13.6M Asset Performance Management UX team. Significantly increased UX research usage, resulting in SUS scores for UIs in the 80s.
- Foster cross-functional synergy, aligning product, engineering, and design teams to create cohesive user experiences across diverse platforms.
- Optimize UX team operations through strategic tool evaluation, budget management, and internship program oversight. Enhance efficiency and foster talent development.
- Led program management for our primary application suite, ensuring timely delivery and quality standards. Drive continuous improvement in user experience and functionality.
- Oversaw US-based internship program, nurturing talent and standardizing onboarding processes to foster a collaborative learning environment.
- Led the design system, driving global DesignOps expansion. Align product, engineering, and design to create cohesive user experiences across platforms.
- Streamline UX processes, reducing time-to-market for new features. Implement agile methodologies, resulting in faster iterations and more responsive product development cycles.

DESIGNOPS LEAD
Honeywell Connected Enterprise / Atlanta, GA / Jul 2020 – Jan 2021

- Conducted design tool ecosystem overhaul, enhancing team productivity and output quality while reducing costs by 50%
- Architected new job roles and career paths, aligning team structure with long-term organizational goals and industry best practices.

USER EXPERIENCE MANAGER
Honeywell Connected Aerospace / Atlanta, GA / Mar 2020 – Jul 2020

- Led Connected Aerospace UX team, driving user-centered design solutions and fostering a culture of innovation in response to industry challenges.

TECHNICAL PRODUCT OWNER
Honeywell Connected Aerospace / Atlanta, GA / April 2018 – Mar 2020

- Championed UX principles, educating stakeholders and bridging gaps between internal and external users, enabling customer visits for the scrum team
- Orchestrated research to identify maintenance user needs, shaping product requirements with measurable impact. Validated design solutions through evaluative research, ensuring alignment with user expectations.
- Led augmented reality and blockchain initiatives, driving product innovation in connected aerospace solutions and enhancing user experience.
- Optimized sprint planning and prioritization, ensuring timely delivery of high-impact features while maintaining product roadmap alignment and budget

SENIOR USER EXPERIENCE RESEARCHER
Honeywell Aerospace / Atlanta, GA / November 2016 – Apr 2018

- Conducted in-depth UX research for flight-planning engine, website, and iPad app, delivering data-driven solutions to complex aerospace challenges. Translated complex data into intuitive flight-planning solutions.
- Nurtured talent development within Honeywell's expanding UX team, fostering a culture of continuous learning and professional growth.

SENIOR USER EXPERIENCE DESIGNER
Deloitte Innovation Lab / Atlanta, GA / June 2015 — Nov 2016

- Led the iPad app design for marketing managers, revolutionizing workflow efficiency and user engagement in Deloitte's iLab innovation incubator.
- Executed usability testing for multiple products, analyzing user feedback to drive data-informed design decisions and enhance product quality.
- Cultivated emerging talent through mentorship, fostering a culture of continuous learning and innovation in UX design practices within Deloitte's iLab.

EXPERT INTERACTION DESIGNER
Turner Broadcasting / Atlanta, GA / May 2011 — June 2015

- Spearheaded UX redesign for critical broadcasting applications, modernizing legacy systems and enhancing operational efficiency across Turner's core platforms.
- Partnered with end-users and cross-functional teams to design intuitive workflows and interfaces for critical broadcasting software.
- Successfully delivered reimagined versions of two core broadcasting applications, driving significant system functionality and user experience improvements.

EDUCATION

MASTER OF SCIENCE, HUMAN-COMPUTER INTERACTION DESIGN
Indiana University, Bloomington, IN

BACHELOR OF SCIENCE, JOURNALISM/ONLINE MEDIA
University of Florida, Gainesville, FL