

MARK MIHALIK

UX Director | Product Designer | Usability & Digital Experience Strategy

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CORE SKILLS

- Product Design
- UX Strategy
- Usability Testing
- Information Architecture
- User Flows
- Wireframing
- Prototyping
- Design Systems
- Product Discovery
- User Research
- Stakeholder Management
- Cross-functional Collaboration
- QA Testing
- SaaS Platforms
- E-commerce
- Content Strategy
- A/B Testing
- Digital Product Delivery

EDUCATION

M.S., Information Architecture & Knowledge Management

Kent State University

2016

B.A., Applied Organizational Technology

The University of Toledo

2011

A.A.B., E-Business Technology

Owens Community College

2007

PROFESSIONAL SUMMARY

Product design and UX leader with 10+ years of experience designing customer-centered digital experiences across SaaS, e-commerce, enterprise, and agency environments. Expertise in usability, information architecture, product discovery, stakeholder collaboration, and translating complex business requirements into intuitive user experiences. Proven track record leading digital strategy across 400+ client projects while guiding cross-functional teams from concept through implementation.

EXPERIENCE

UX Director

Apr 2021 – Present

Kris Chislett Design

Lead UX strategy and digital product design initiatives across 400+ client projects spanning SaaS, healthcare, education, nonprofit, e-commerce, and service industries. Define user experiences through discovery, requirements gathering, information architecture, usability reviews, and solution design. Partner directly with stakeholders to translate business goals into intuitive digital experiences. Coordinate a distributed offshore team of designers and developers while managing internal project roadmaps and delivery workflows.

Sr. UI/UX Designer (Contract)

Feb 2024 – Apr 2024

Aptitude 8

Contributed to HubSpot's Behind HubSpot AI initiative, improving information architecture, user flows, content organization, and usability. Collaborated closely with HubSpot stakeholders, product managers, engineers, and developers from concept through implementation to simplify complex AI-related experiences.

Assistant Online Business Manager, Media & Retail

Nov 2019 – Apr 2021

Fanatics

Managed e-commerce execution for Walmart and Nike partnerships, coordinating launches, campaigns, stakeholders, and creative production.

User Experience Specialist

Feb 2016 – Nov 2019

Fanatics

Led QA, usability validation, and experience optimization efforts across desktop, mobile, and application experiences supporting high-volume e-commerce operations.

Web Communications Editing Assistant

Aug 2015 – Dec 2015

Kent State University

Edited, published, and quality-assured web content within Drupal.

Web Content Manager

Oct 2014 – Feb 2016

Cogneato

Managed content production, maintenance, onboarding, and client web operations.

Business and Database Analyst

Feb 2014 – Oct 2014

Akron Children's Hospital Foundation

Maintained donor data, reporting, analytics, and segmentation.

Configuration Management Analyst

Jul 2011 – Mar 2012

The MIL Corporation

Supported software deployment, release workflows, and change management.

Technical Support Specialist

Aug 2010 – Jul 2011

The MIL Corporation

Provided Tier II support, documentation, and training.

Technical Support Specialist

Sep 2007 – Aug 2010

Blackbaud

Supported nonprofit SaaS platforms, CMS workflows, and customer success initiatives.