

# Will Sykora

PRODUCT & DESIGN

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## CREDENTIALS

Certified Scrum Master

*Scrum Alliance*

Certified Scrum Product Owner

*Scrum Alliance*

SAFe 5 Practitioner

*Scaled Agile, Inc.*

## UX METHODS

Customer Discovery

Product Validation

Heuristic Evaluations

User Interviews

Persona Research

Storyboarding & Flows

Content Strategy

Information Architecture

UI & Interaction Design

Prototyping

Usability Testing

## PRODUCT

LEAN & Design Thinking

Process Development

Mission & Vision Definition

Data Analysis

Business/Customer Synthesis

Goal Setting

Timeline & Resource Planning

Risk Mitigation

Backlog Creation/Management

UX+Engineering+QA Leadership

## TOOLS

Figma

Sketch

Adobe Creative Cloud

Miro

Jira

Confluence

## ANALOG

Pen & Paper / Sharpies

Sticky-notes on Whiteboards

Conversations & Eye Contact

## EDUCATION

**MPS** – Technology Entrepreneurship

*University of Maryland | Aug 2016 – Dec 2017*

**MTE Entrepreneur of the year** | Awarded April 2018

**BFA** – Graphic Design

*Salisbury University | August 2005 – May 2009*

**Outstanding Student Leadership Award** | Awarded May 2008

## EXPERIENCE

**Focused Support** – Senior Product Designer

*Baltimore, MD | Nov 2018 – Nov 2022 (Contractor) Jun 2023 – Jun 2024 (FTE – TS/SCI)*

Lead UX and UI support across multiple Agile teams building COP/TacSit and Inventory Management applications for several Department of Defense clients.

**Ventera** – Senior UX Designer

*Reston, VA (Remote) | Nov 2022 – Jun 2023*

Establish, demonstrate and lead projects with a customer first mindset while leveraging data, research, and collaboration to deliver solutions for products & experiences across large scale federal and commercial projects.

**Covailnt** – Founder

*Baltimore, MD | Mar 2018 – Dec 2021*

Designed and built Covailnt's MVP and beta platform from the ground up.

Turned a waitlist into 420+ active profiles in under 4 months. Responsible for all things, including business planning, product development, and market strategy.

**T. Rowe Price** – User Experience Designer

*Owings Mills, MD | Sept 2014 – Mar 2018*

Defined the firm's customer discovery and UX process baseline while re-architecting critical web & digital product experiences. Minimized product/business risk while leading working teams & internal stakeholders to embrace user-centric and Agile best practices.

**MICROS eCommerce (Oracle)** – Web Designer

*Chevy Chase, MD | Jul 2013 – Sept 2014*

Designed experiences for clients in the hospitality industry, including websites, booking engines, and online ordering flows.

**WESTAT** – Graphics Coordinator

*Rockville, MD | Feb 2013 – Jul 2013*

Managed the creation of collateral supporting several large federal agencies.

**Graphic Relief, Inc** – Graphic Designer

*Hanover, MD | May 2008 – Feb 2013*

Designed and produced in-store promotional materials and print advertisements for the Food and Beverage industry.