

JOHN W. MICHAEL

Senior UX Leader | Product Design Manager

Seattle, WA | johnwmichael@gmail.com | johnwmichael.com | 206.852.4151

PROFESSIONAL SUMMARY

Senior UX leader with over two decades designing mobile, web, and enterprise experiences across Microsoft Azure, Amazon, Disney, Target, and more. Proven success managing cross-functional design teams, driving product vision, and scaling user-centered design practices. Quantified impact includes \$30M revenue generation, 4.5+ star app ratings, and platform adoption across millions of users. Active in design research with work under review at Organization Science.

DESIGN LEADERSHIP EXPERIENCE

Co-Founder & Creative Director – Human Loop Media, Chelan, WA | Mar 2026 – Present

- Co-founded AI-powered marketing studio specializing in human-AI creative collaboration and rapid content production
- Developed Partnership Network Intelligence methodology for enterprise AI adoption strategy and organizational design
- Built multi-AI creative pipeline integrating Claude, Runway, ElevenLabs, and DaVinci Resolve, reducing typical agency delivery timelines from weeks to days
- Applied enterprise UX leadership experience to AI collaboration workflows, bridging human creativity with AI efficiency for measurable business outcomes

Senior Designer – Microsoft, Redmond, WA | Mar 2019 – Jul 2025

Azure Compute, SAP on Azure, Identity Governance

- Led UX design for Azure Compute platform serving millions of enterprise customers across Microsoft's core cloud infrastructure business
- Built interactive prototypes for complex Azure workflows, enabling rapid stakeholder consensus and requirement validation across engineering, security, and enterprise customer teams
- Designed and shipped Privileged Identity Management (PIM) system for Fortune 500 enterprise security and compliance requirements
- Orchestrated cross-functional initiatives with engineering and product teams across global timezones for enterprise identity solutions
- Delivered metrics/reporting dashboards translating complex cloud infrastructure data into executive-level insights
- Led SAP S/4HANA Cloud monitoring and troubleshooting workflow design for enterprise migration experiences

Principal Product Designer – Target, Minneapolis, MN | Jan 2018 – Jan 2019

- Directed end-to-end design strategy for Cart, Checkout, Search, Drive Up, and Post-Purchase experiences
- Led mobile-to-store integration design and accessibility improvements across digital touchpoints
- Established international design operations through recruitment and mentorship in Bangalore

Lead Designer / Principal Designer – Mindbody, San Luis Obispo, CA | Jul 2016 – Jan 2018

- Principal design architect for new B2B POS system representing Mindbody's largest product investment
- Led design vision and mentored designers across multiple product areas and experience levels

Lead Designer – Disney Parks & Resorts, Seattle, WA | Feb 2014 – Nov 2015

- Created foundational design patterns for multi-platform guest experience
- Established interaction standards that needed to work across operational complexity

- Built scalable design framework for theme park digital ecosystem
- Created functional prototypes for Parks mobile experience, facilitating cross-functional alignment between guest services, operations, and technology teams while validating design patterns under operational constraints
- Documented design rationale for cross-functional teams (operations, engineering, guest services)

Senior / Lead Designer – Amazon, Seattle, WA | May 2011 – Nov 2013

- Led tablet shopping experience design across iPad, Kindle Fire, and Android platforms
- Led design and experience for Customer Reviews, adding a deeper level of trust through product attributes

DESIGN EXPERTISE

UX Strategy & Leadership • Mobile & Web Design • Enterprise Platform Design • User Research • Accessibility & Inclusive Design • Mentorship & Education • Figma • Claude Code • Work & Design • DaVinci Resolve • MidJourney • ElevenLabs • Runway • Openclaw

EARLY CAREER DESIGN LEADERSHIP

- Design Manager – T-Mobile (2009-2011): Managed 15+ designers; led UX for custom Android interface and applications
- Principal Designer – Frog Design, Germany (2008-2009): Led European ERP system redesign through user research and strategy
- VP, Senior Interaction Designer – Bank of America (2000-2005): Led bankofamerica.com redesign; collaborated with IDEO on financial innovation

DESIGN EDUCATION & MENTORSHIP

Lecturer – University of Washington, Seattle, WA | Sep 2022 – Jun 2023

HCDE 593 Capstone in Human-Centered Design & Engineering

- Taught graduate-level UX research methodology and design execution

Lecturer – Cal Poly, San Luis Obispo, CA | 2016 – Present

400-level Mobile UX Design, Graphic Communication Department

- Consistently rated highly by students for practical, industry-relevant design instruction

RESEARCH & PUBLICATIONS

"Partnership Network Intelligence: A Framework for Human-AI Collaborative Networks"

Under Review, Organization Science, 2026

- Applied design research to enterprise AI collaboration challenges
- 8+ months user research documenting human-AI interaction patterns

University of Washington – M.S. Human-Centered Design & Engineering, Certificate in User-Centered Design

California Polytechnic State University – B.S. Industrial Management