

Stephen Edward Bolen

User Experience and Digital Design Leader
1428 Rankin Drive • Saint Louis, Missouri 63117 • United States

Summary of Skills

- Multichannel experience design
- User research and usability testing
- Wireframes, journey maps, user flows
- HTML, CSS, JavaScript proficient
- iOS, Android interface design
- IBM WebSphere Commerce, Adobe Communicate
- Sketch, Adobe CC, Microsoft Office
- Physical and digital prototyping
- B2B, B2C eCommerce and content management
- Staff leadership and development

Relevant Experience

User Experience Lead – Emerson, Saint Louis, MO, USA

June 2015 – Present

- Establish a User Experience practice within Emerson's residential retail division. Drive experience design culture and best practices throughout product management, marketing, and new product development.
- Product design contributions of both hardware and software for Sensi, a top-rated Wi-Fi Thermostat on Amazon.com and winner of the 2016 J.D. Power Smart Thermostat Satisfaction Report. Work included collaborative design studio sessions, holistic experience and service design, and reusable software design pattern library for web, iOS, & Android platforms.
- Lead experience design efforts and partner with like teams at Amazon, Google, and Apple for product portfolio integration into Amazon Alexa, Google Assistant, and Apple HomeKit connected home platforms.

Design Lead – Monsanto, Saint Louis, MO, USA

January 2013 – June 2015

- Establish a User Experience and Interface Design practice for Monsanto's Research & Development I.T. division with a focus on reducing the cycle time between ideation of new products to commercialization.
- Creation and customer validation of *Velocity*, a user interface design system and UX pattern library for web and mobile applications, which led to reduced development cycle time and consistency across multiple channels. Data-driven decisions ascertained from qualitative and quantitative research.
- Created extensive journey and ecosystem maps for various customer profiles which led to a stronger understanding of customer needs and identified several latent needs for digital product improvements.

Senior UX Designer – Asynchrony Labs/World Wide Technology, Saint Louis, MO, USA

December 2011 – January 2013

- Integrate with agile scrum teams for experience design of several web and mobile applications for Fortune 500 clients like Sotheby's International Realty, Kaiser Permanente Healthcare, and Bridgewater and Associates.
- Supported custom, enterprise-grade mobile application suite with complete experience design treatment, including requirements gathering, ethnographic research, persona development, wireframes, prototypes, usability evaluations and journey maps.
- Experience and service design of an app store submission portal for the United States Army and United States Department of Defense (U.S. Army Marketplace).

User-centered Designer – Millipore Sigma (formerly Sigma-Aldrich), Saint Louis, MO, USA

June 2008 – December 2011

- Complete redesign of Sigma-Aldrich.com. Work included ethnographic research, journey mapping, persona development, wireframes, usability evaluations, and co-located development coordination with offshore teams in Pune and Bangalore, India.
- Continuous improvement through agile development of chemical synthesis and life science eCommerce content and related online marketing vehicles generating average transactional volume of \$2.1M USD/day.
- Agile experience design and customer validation for an user-centered custom product configurator application with top-line revenue impacts of \$5.2M USD/year.

Other Experience

Designer – Hunter Engineering, Bridgeton, MO, USA

August 2006 – June 2008

Co-Founder – Sports Lounge LLC, Saint Louis, MO, USA

February 2003 – August 2006

Education



Syracuse University – Martin J. Whitman School of Management
Masters of Business Administration, Entrepreneurship/Entrepreneurial Studies
December 2018



Fontbonne University
B.A., Business Management_
May 2010



Southern Illinois University
B.A., Music History & Literature; Music Business
May 2004

Executive Education

- MIT Sloan - *Leadership by Design: Innovation Process and Culture* (2017)
- Leading at Emerson (2017)
- Apple - *Worldwide Developer Conference* (2017)
- Silicon Valley Product Group - *How To Create Products Customers Love* (2016)
- Fierce Conversations (2016)
- Nielsen Norman Group - *Usability Week San Francisco* (2015)
- Crucial Conversations (2015)
- UX Strat USA (2015)
- Monsanto People Leadership Learning Summit (2014)
- An Event Apart - Austin, TX (2014)

Honors and Awards

- 2017 USA Today's [reviewed.com](http://www.reviewed.com) Top Pick for Smart Thermostats
- 2017 Emerson Technology Award: Sensi Wi-Fi Connected Thermostat
- 2016 JD Power & Associates Award for Total Customer Satisfaction - Smart Thermostats

Speaking Engagements



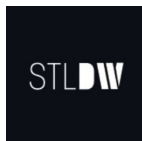
STLX Conference – September 25, 2017

Designing Connected Products Customers Love is the natural evolution of Designing IoT, with a deeper, more focused look at how our our experience and service design process played well within with our company's new product development process in the launch of two new connected thermostats.



Tech on Tap – June 14, 2017

Designing Internet of Things details the trials and tribulations of designing connected products in a highly-competitive industry. The talk covers our user-centered design process, as well as the types of research conducted, to bring the award-winning Sensi Touch thermostat to market.



Saint Louis Design Week – October 3, 2016

Ten Commandments of Enterprise UX is a humorous look at what would happen if Christopher Wallace, a/k/a Notorious B.I.G., took an alternate career path as a user experience professional at a large company.