# Highly Crafted, People-First Experiences

10+ years experience helping organizations grow Customer Experience adoption within their businesses; specializing in fostering lean-agile UX processes, team growth, executive buy-in, digital transformation and demonstration of measurable results.

JOE SALOWITZ

User Experience, Design & Product Strategy

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# My Team Playbook for Product Creation

The best products come out of an iterative process where creators are enabled by executives to test a lot of ideas, where cross-functional teams talk often and honestly, where prototypes are built fast and their shortcomings are identified and fixed even faster, and where user needs and context informs and drives everything from project KPIs to pixels to tags.

# **Core Competencies**



## Digital Strategy & Design

Consulting businesses on technology solutions for the areas in which they feel the most friction. Offering "Full stack design" from field research, internal workshops, high fidelity UI design to interactive prototypes and usability testing.



# Vision Prototyping

Quickly test a new concept with customers, cast a product vision to the team to build consensus, or pitching to executives or investors to create defensible funding.



# Product Management

Embedding with product teams to understand and optimize digital delivery processes.

Coordinating teams around quick deliveries that maximize value and identifying and stamping out areas of unnecessary project burn.



# **Startup Product Growth**

Helping young businesses squeeze the maximum amount of value out of budgets as they build their products, and organizing business leaders around specific, insightful metrics that can guide business decisions and satiate investor demands.



## **Customer Experience Automation**

Working with sales and marketing teams to establish efficient tools and processes around customer touchpoints, making it easier to communicate with specific customers using personalized messaging at critical points in their lifecycle.



# Toolbox

#### Research

Understanding the problem that needs solving

# Archetypes

Understanding your user needs

# Journey Mapping & Ideation

Identifying friction and opportunities to smooth it.

## Information Architecture & Wireframes

Mapping user needs and tech restrictions to meaningful solutions

# Hi-Fi Designs, Style Guides & Systems

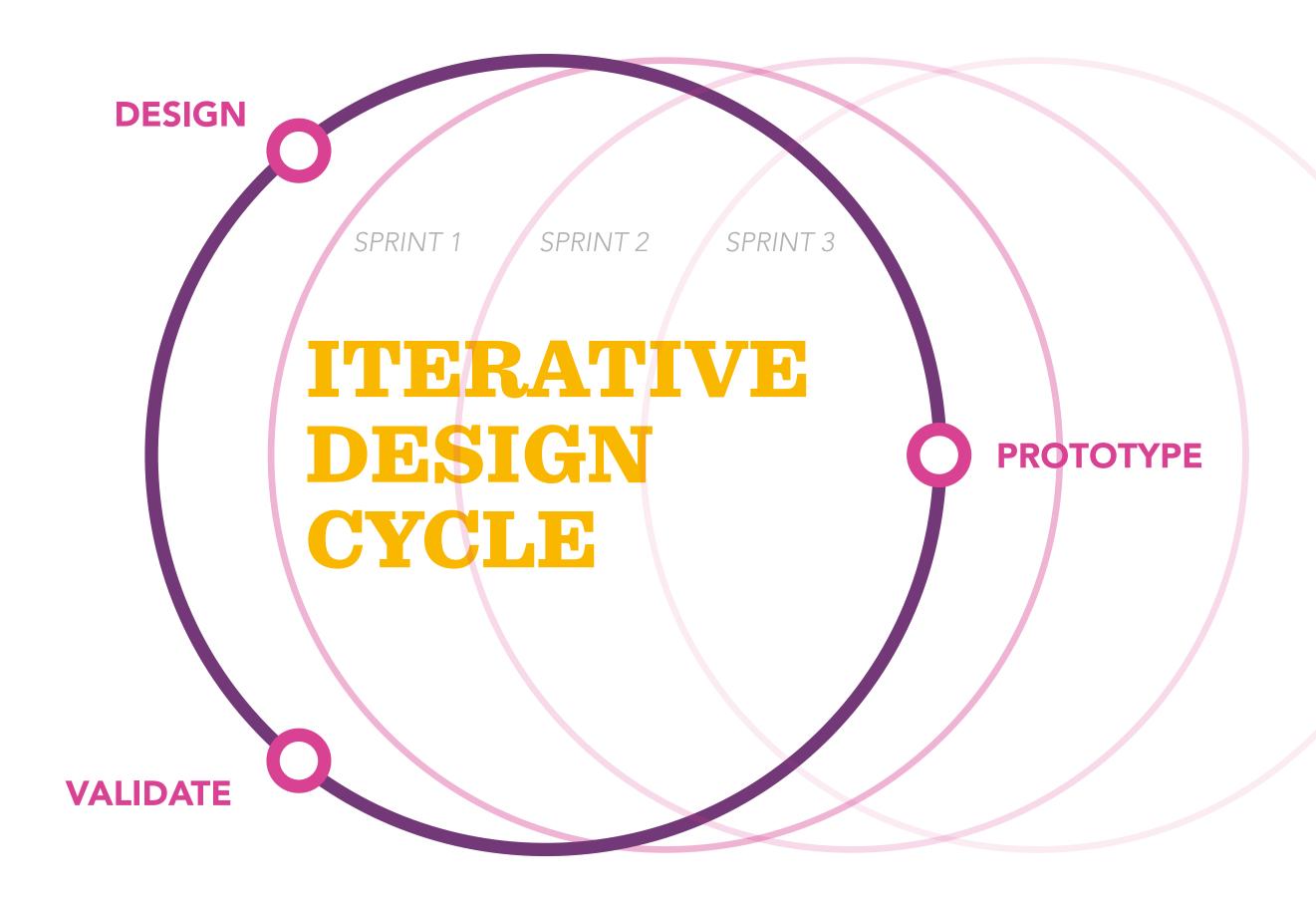
Visual differentiation and a framework for consistency

### Prototypes

Showcasing interaction and flow to prep for testing

# User Testing

Testing assumptions and gaining insights for iteration



# Work

I've built a deep portfolio in UX, business strategy, and product management, consisting of a wide range of clients from large-scale Fortune 100 and 500 companies like Whirlpool, Hitachi, Wyndham Worldwide, Houghton Mifflin Harcourt, Oracle, and Scholastic to cultural icons like Herman Miller, Capitol Records, University of Washington, Ace Hardware, and Meijer.







































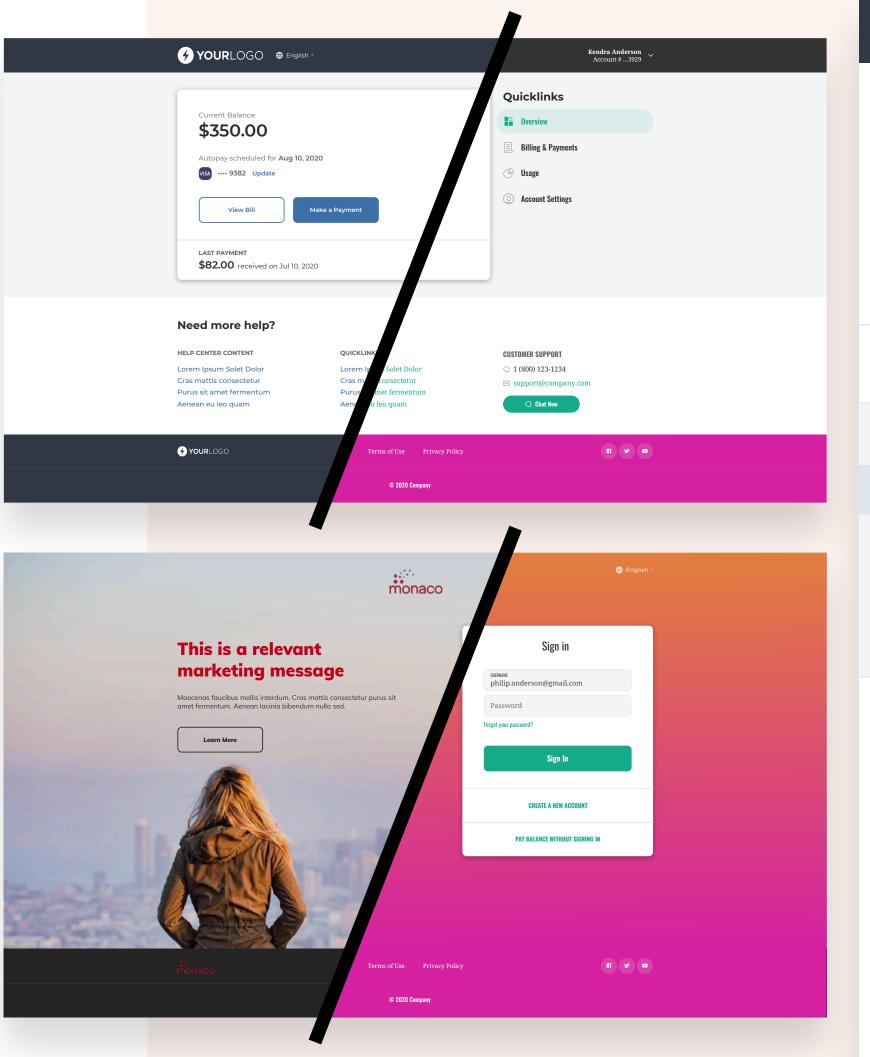


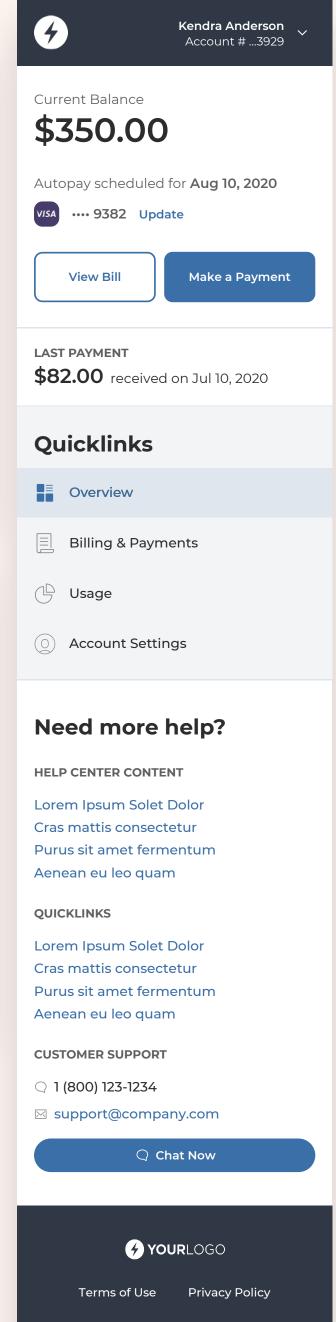
# **Northflow Solutions**

WHITE LABEL BILLING PORTAL FOR TELECOMS & THEIR CUSTOMERS, **RESPONSIVE & THEME-ABLE** 

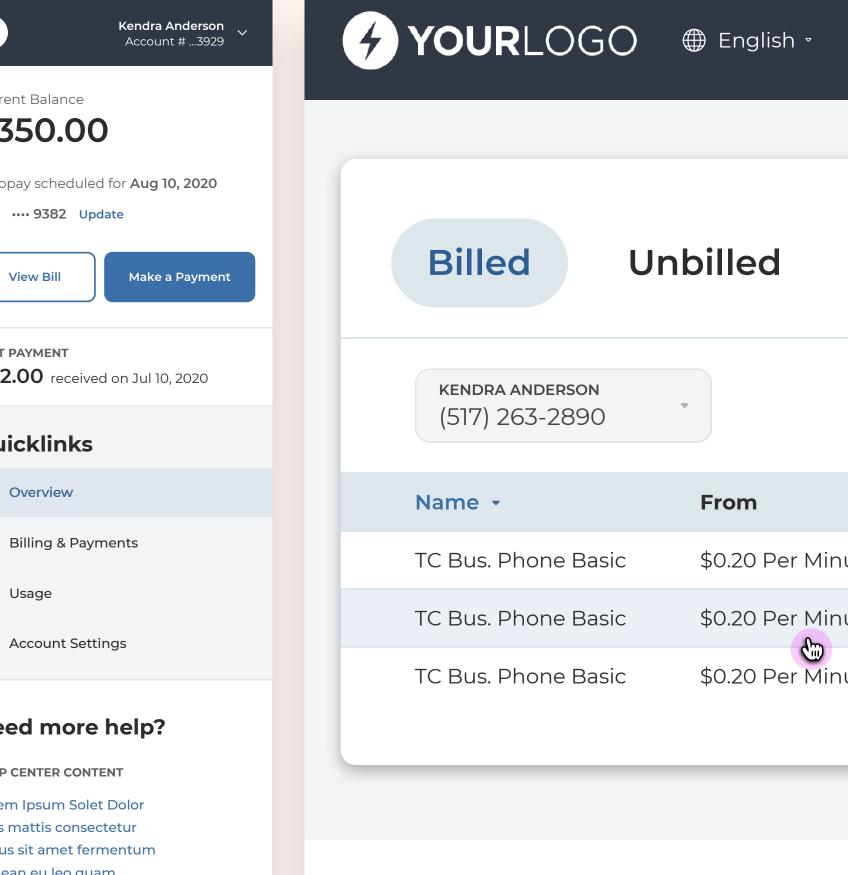
Strategy, UX, and design for a whitelabel software portal servicing telecoms and their customers.

Northflow Solutions was in need of a visual and functional update of their dated billing portal, improving the navigation, design and theming engine, and adding multi-lingual capabilities.





© 2020 Company



# Need more help?

**HELP CENTER CONTENT** 

Lorem Ipsum Solet Dolor Cras mattis consectetur Purus sit amet fermentum Aenean eu leo quam



# **Suite Solution**

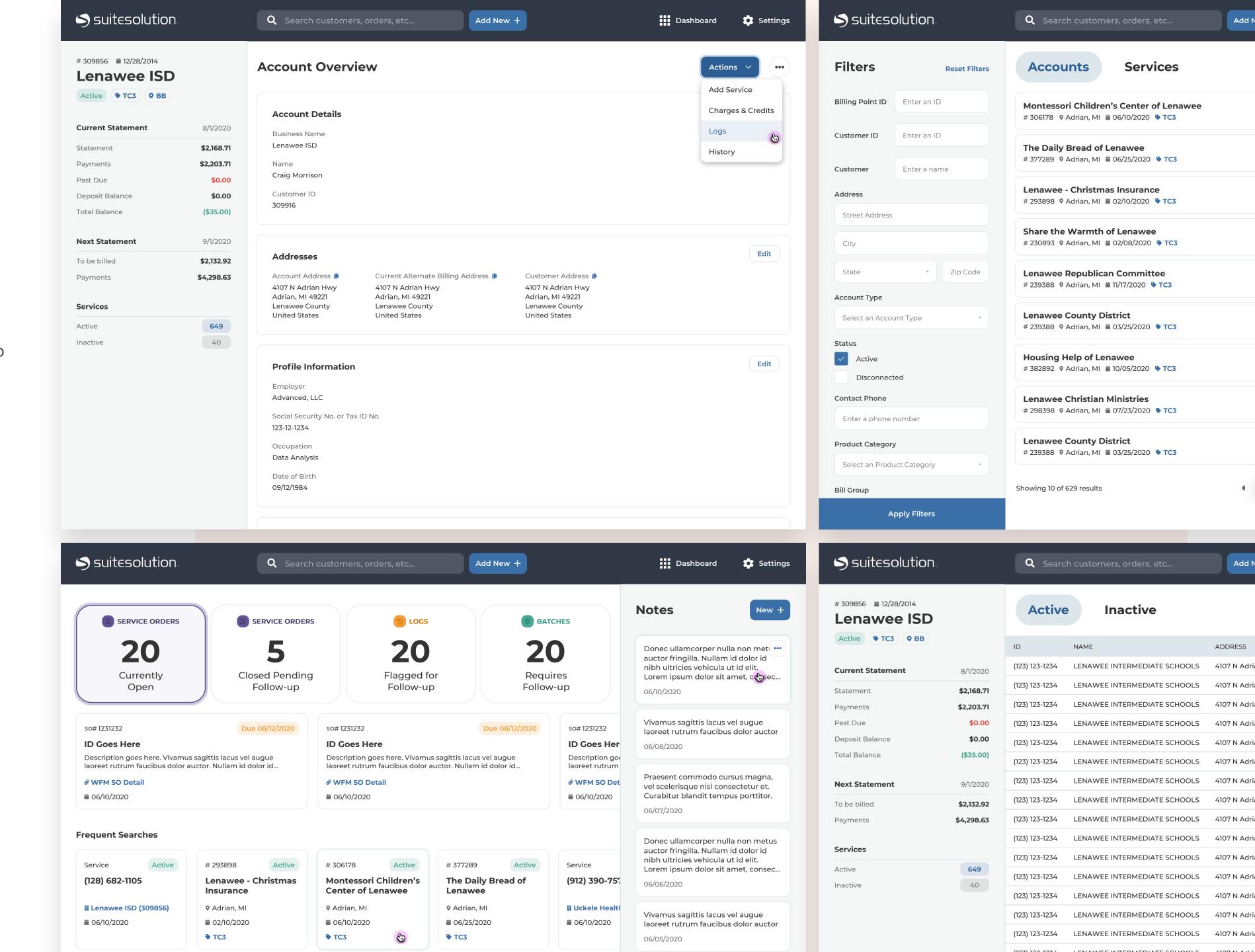
CRM FOR TELECOM

ADMINISTRATORS TO MANAGE

BILLING FOR CUSTOMERS

Strategy, UX, and design for a fluid web portal allowing telecom administrators to manage customers, service lines, and triage related tasks.

Suite Solutions was in need of a visual and functional update of their dated administrative CRM, improving the navigation and design, as well as adding multi-lingual capabilities.



# **Lead Scout**

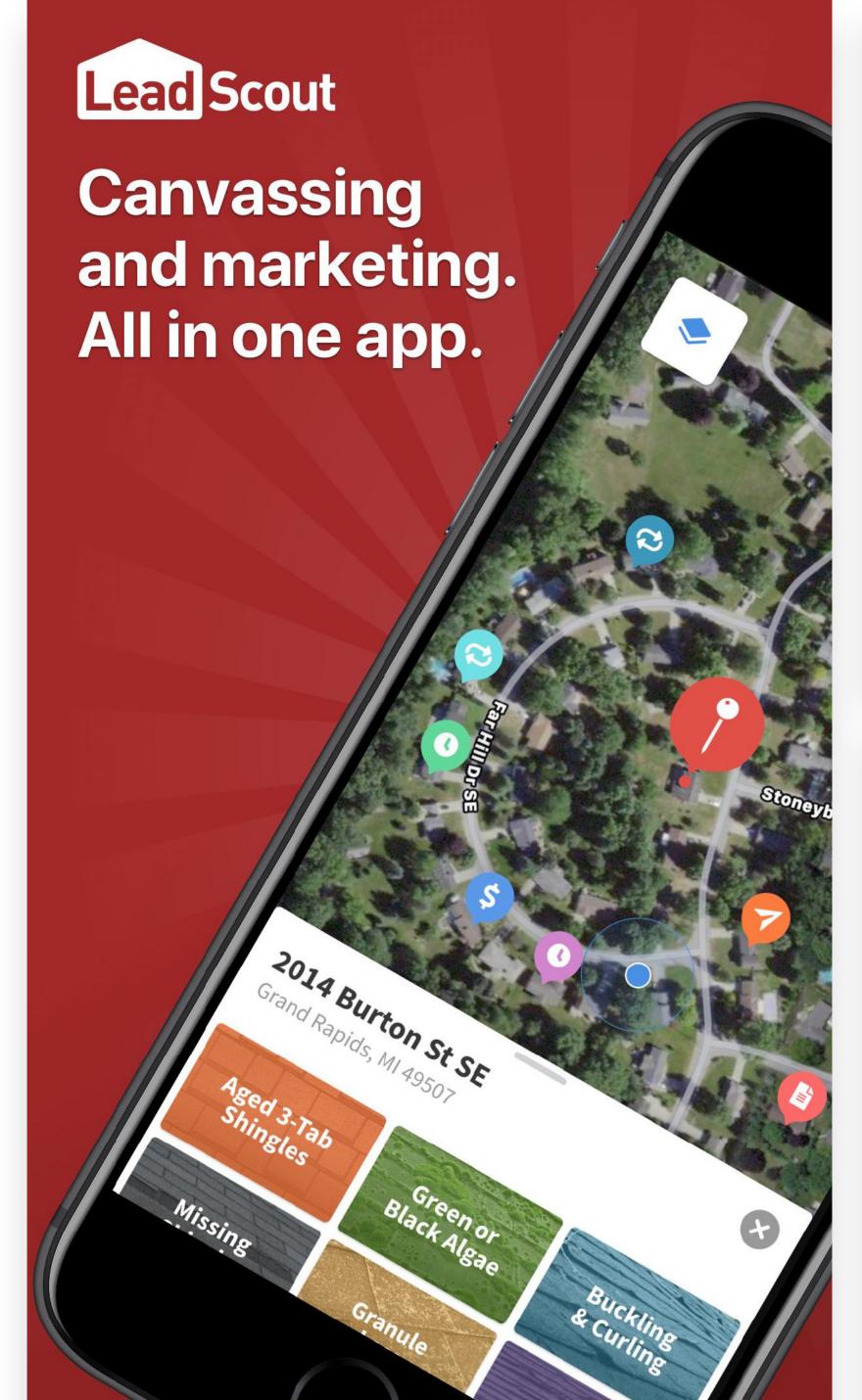
DISRUPTING HOME IMPROVEMENT WITH
FAST CANVASSING AND SMART MARKETING

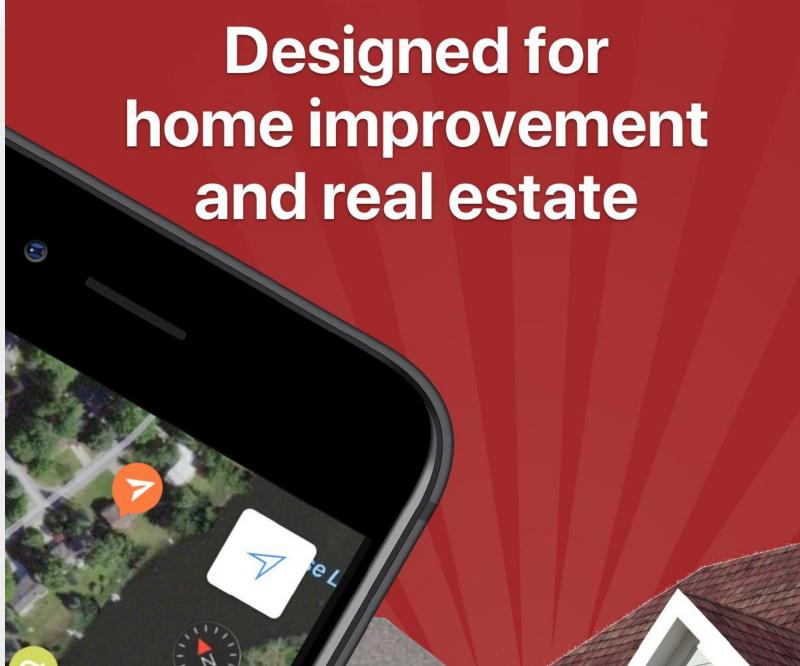
As founder and managing partner at Lead Scout, a disruptive canvassing and marketing tool - I have managed all aspects of the growth of the business, as well as the design of the product.

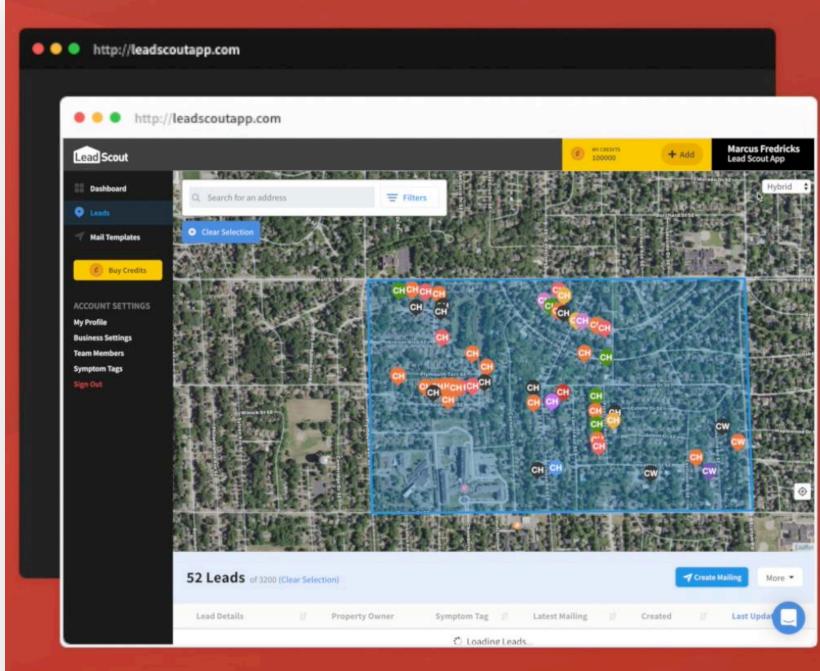
Leading the company to profit involved many uncomfortable pivots along with exciting bursts of activity. Managing the business P&L while navigating the venture capital space and the constant pressure for an increased valuation refined my ability to power my approach with data at all times.

A constant pulse on and response to customer needs as well as growing our platform through "human-powered automation" were two essential components of our growth into a profitable company.









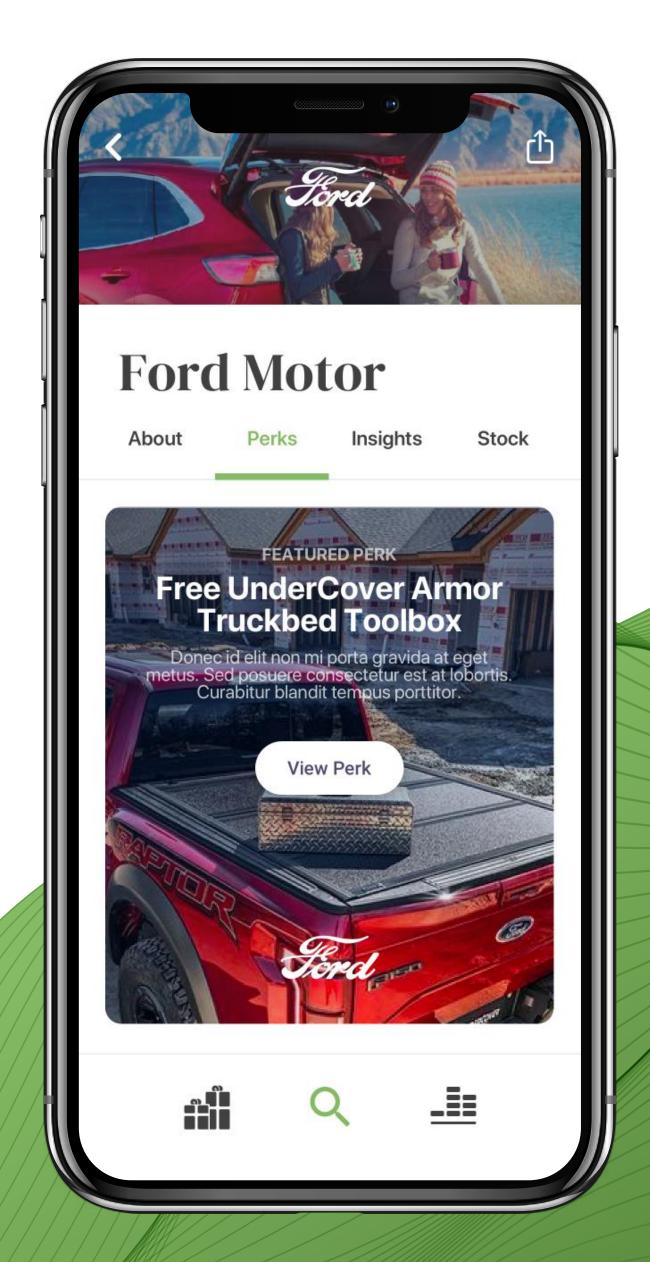
# **TiiCKER**

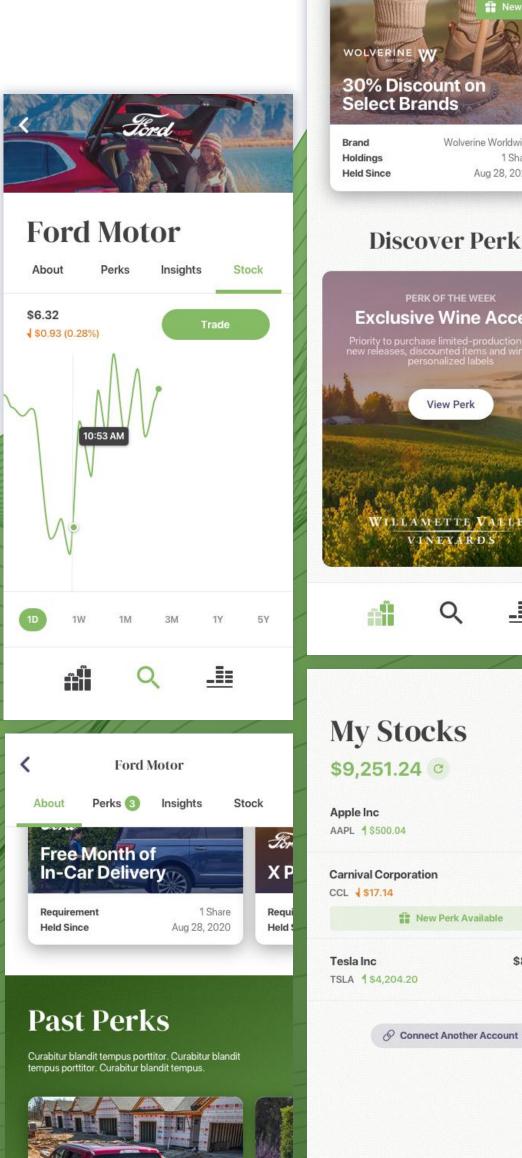
INTRODUCING A BRAND NEW WAY TO
INVEST – BE REWARDED FOR THE
COMPANY STOCK YOU OWN

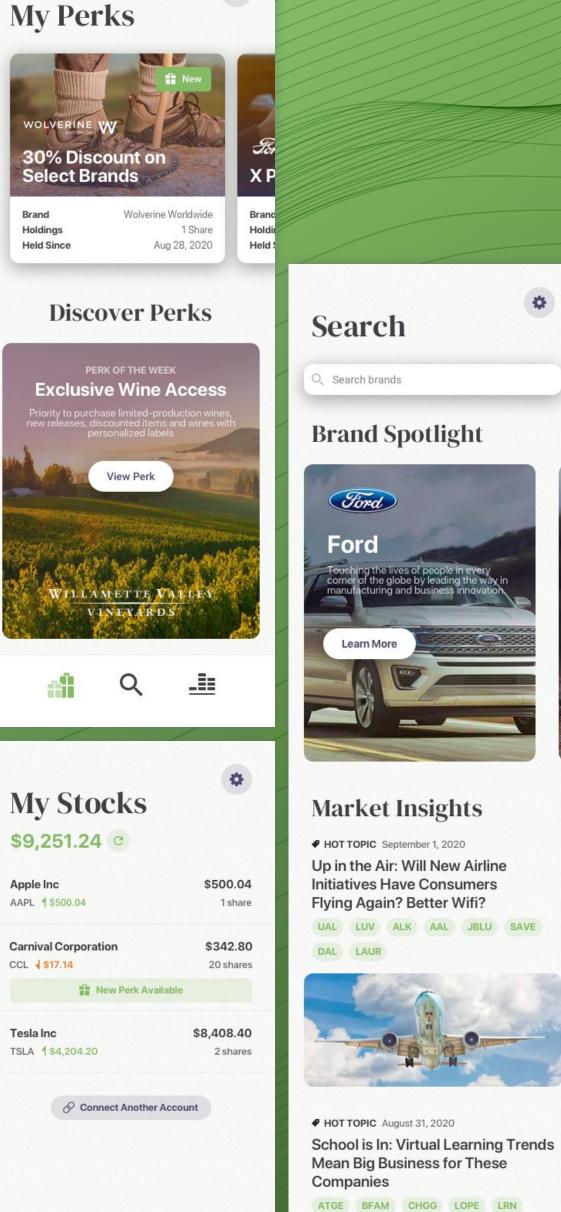
Strategy, UX, design, prototyping, and go to market strategy for the first and only stock perks app.

TiiCKER provides unique access to shareholder perks, commission-free trading, and insights needed to discover and stay close to the brands you love.









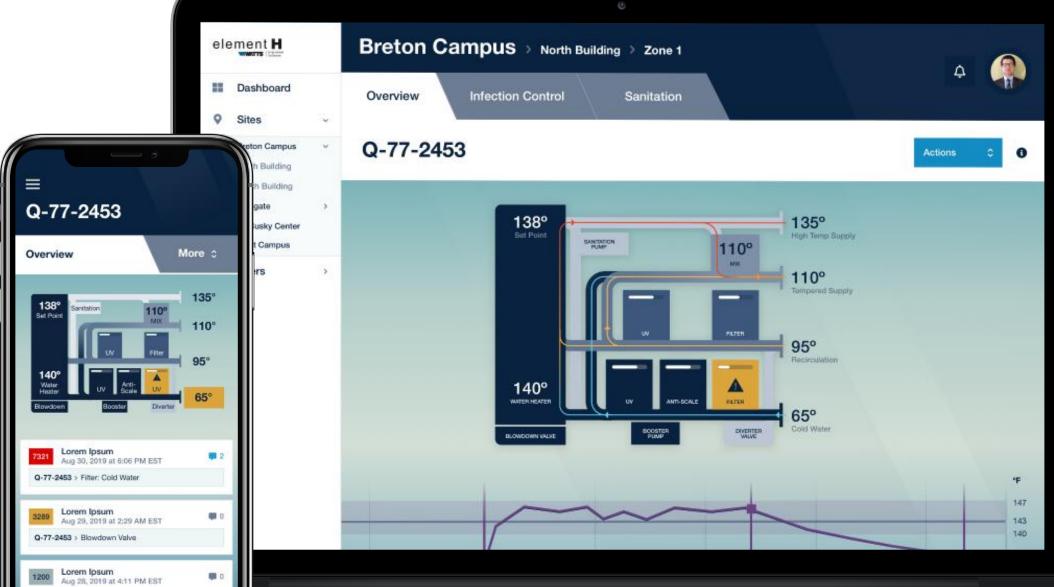
PRDO STRA LAUR

Q-77-2453 > Water Heater

# Water Heating & Sanitation Manufacturer

#### SMART HEATING & SANITATION WATER MANAGEMENT

Strategy, UX, design, prototyping, and go to market strategy for the first and only connected commercial water heating and sanitation product. Embedded software on the units allows for critical in-person control, while the remote apps allow managers to monitor operations safely 24/7 wherever they are on any device.



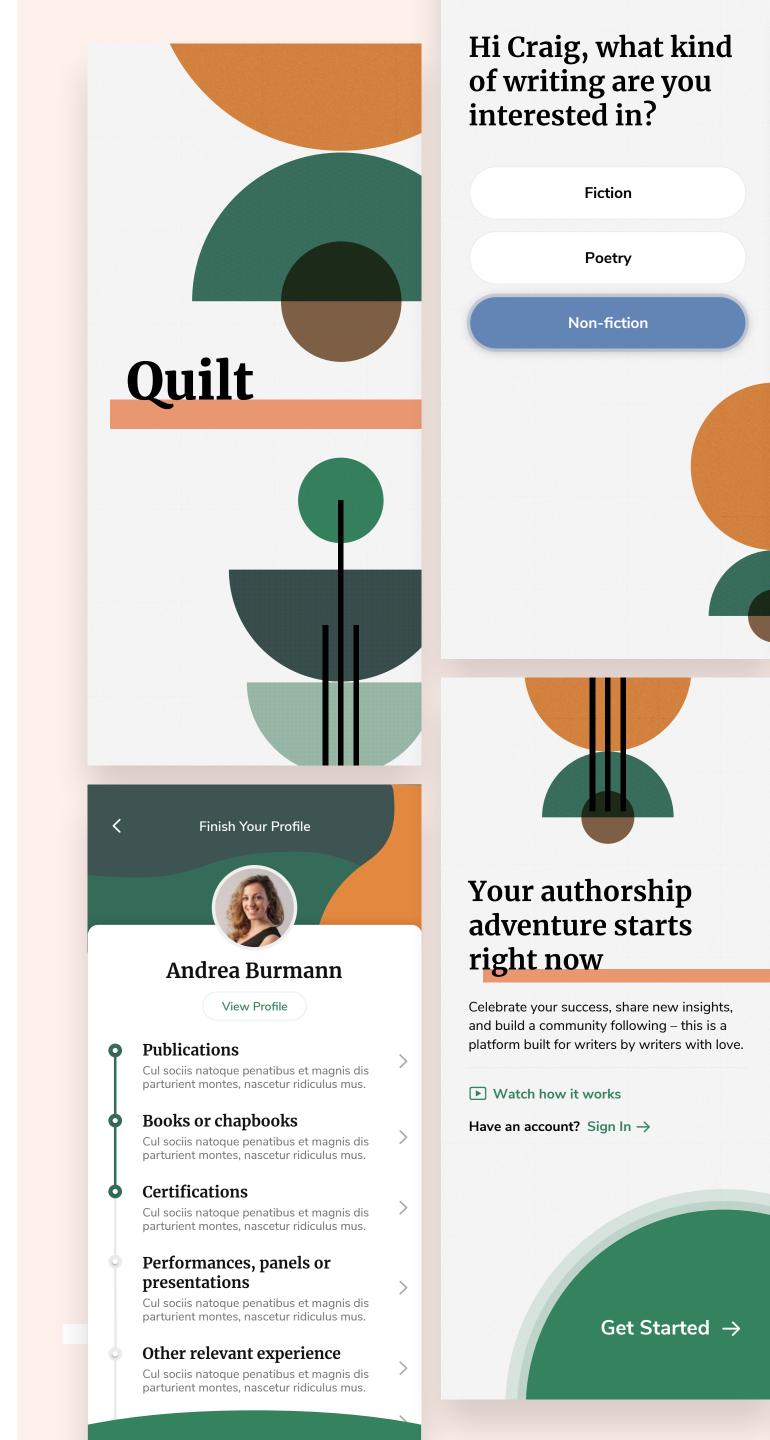


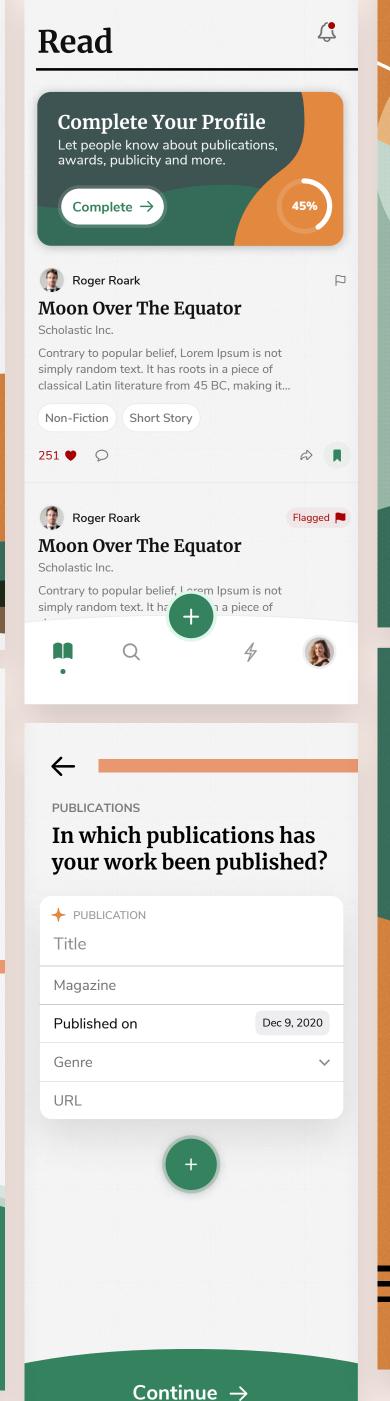
# Social Publication for Authors

GIVING AUTHORS A VOICE OUTSIDE
OF FORMAL PUBLICATIONS

Authors are teaming with ideas, but have few forums for soliciting feedback, praise or rebuke from the public.

I was tasked with building a bespoke visual identity for this creative community for iOS. The experience took cues from popular midcentury masterpieces, but brought them to life with animated movement and modern mobile interactions.

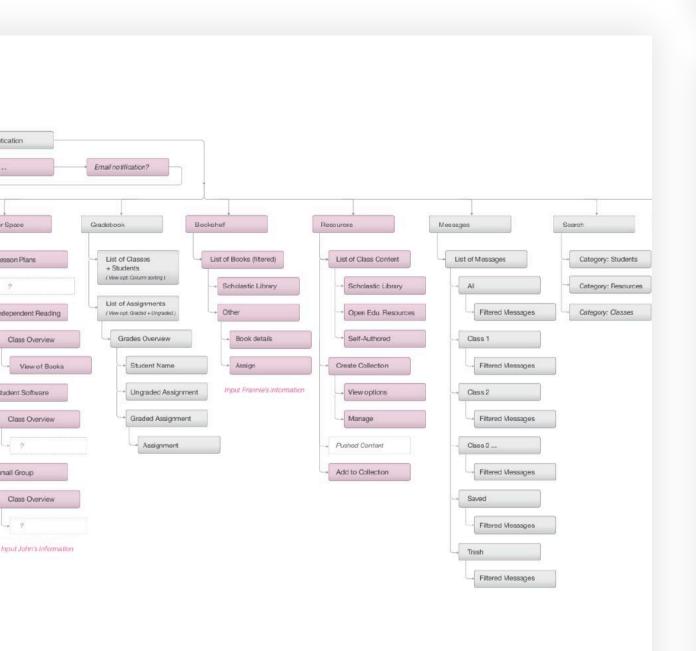




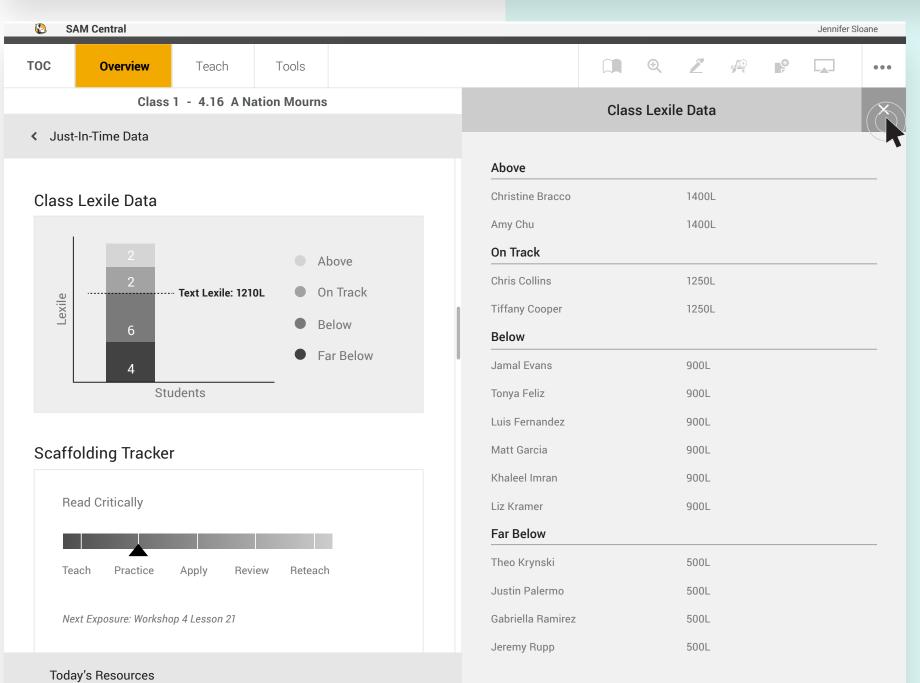
# Scholastic

CONNECTING THE **CLASSROOM AND BEYOND** 

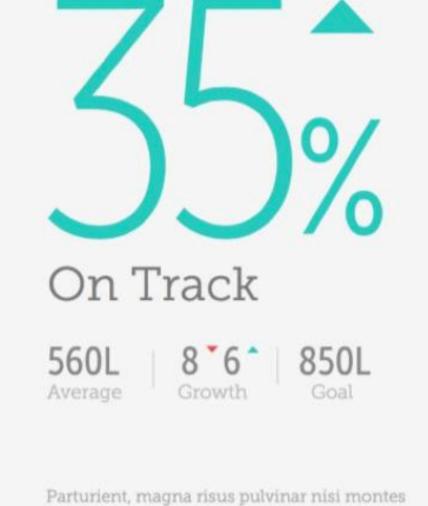
Design and prototyping interactive digital software for students, teachers, administrators and parents through visualization, connected devices, and supporting applications.



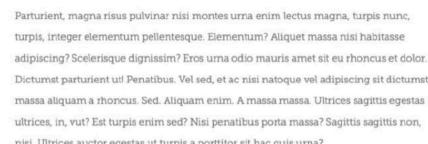


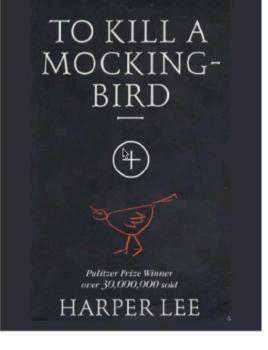






urna enim lectus magna, turpis nunc, turpis, integer elementum pellentesque. Elementum?





nisi. Ultrices auctor egestas ut turpis a porttitor sit hac quis urna?

Language: English, Spanish, French Genre: Romance

Pages: 400 Size: 25.4 MB

Romance Mystery V<sub>101</sub> O<sub>5</sub>



Parturient, magna risus pulvinar nisi montes uma enim lectus magna, turpis nunc, turpis, integer elementum pellentesque. Elementum? Aliquet massa nisi habitasse adipiscing? Scelerisque enim lectus







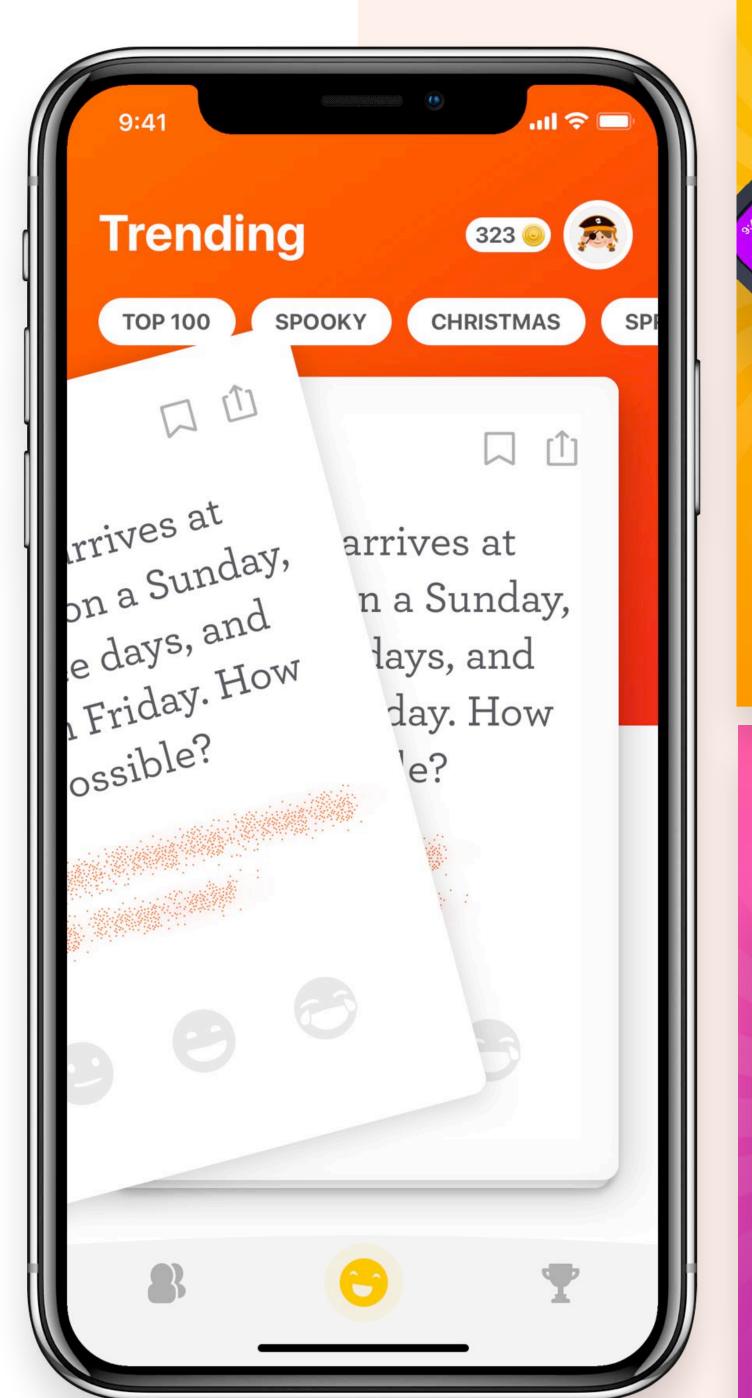


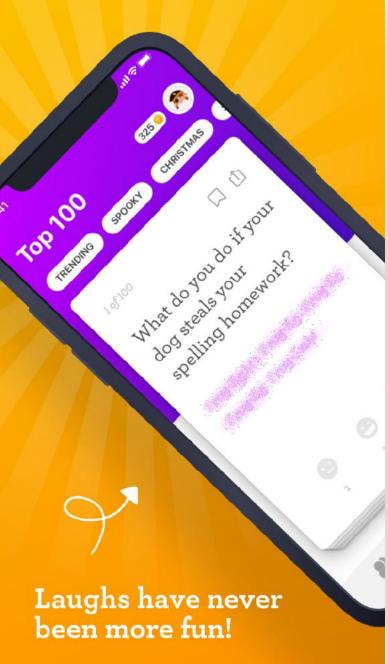
# Laugh Out Loud! Jokes for Kids

EXPANDING THE PRODUCT LINE OF A NEW YORK TIMES BEST-SELLING AUTHOR WITH JOKES FOR KIDS IN AN INTERACTIVE, FUN & ENGAGING IOS APP.

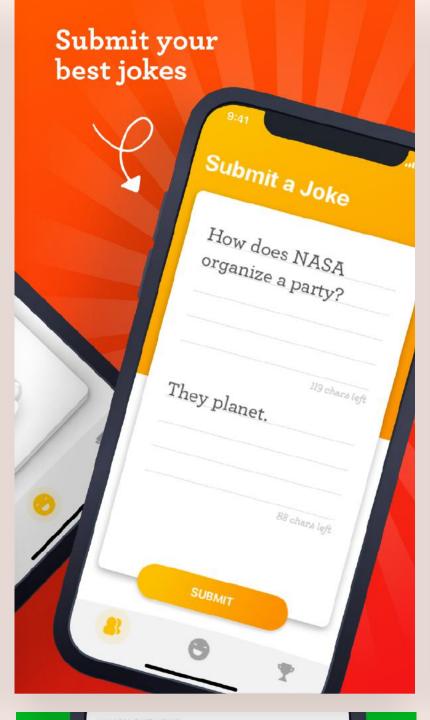
Following a series of NYT bestselling joke books for kids, the author wanted to bring readers an interactive and fun way to engage with content over and over again. Tactile swiping, ratings, prizes, and community features all make this a one-of-a-kind app for kids!

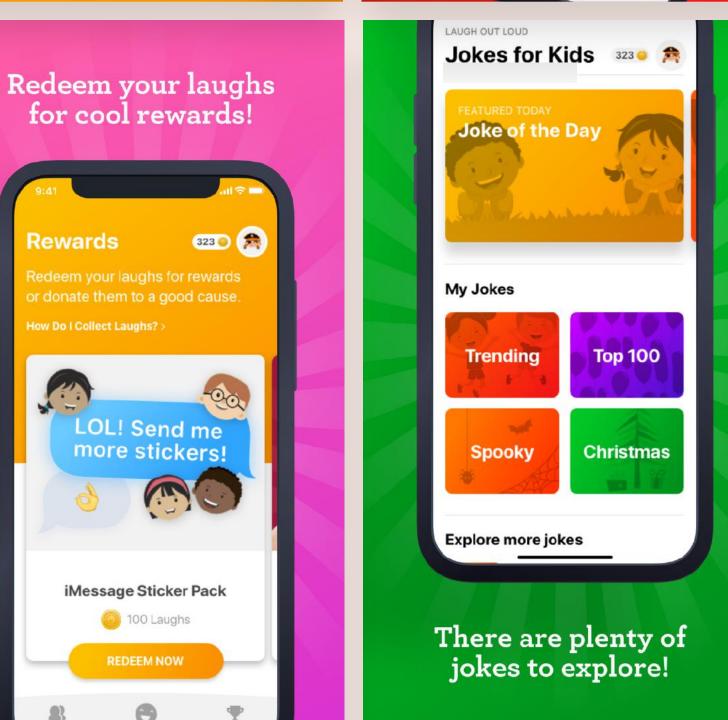




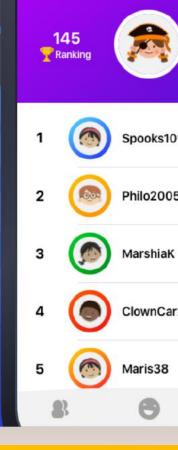


Rewards











# **Auto Parts** Distributor [Cont...]

Dashboard

**Total Deliveries** 

Time to Leave

Efficiency

**Store #199322** 

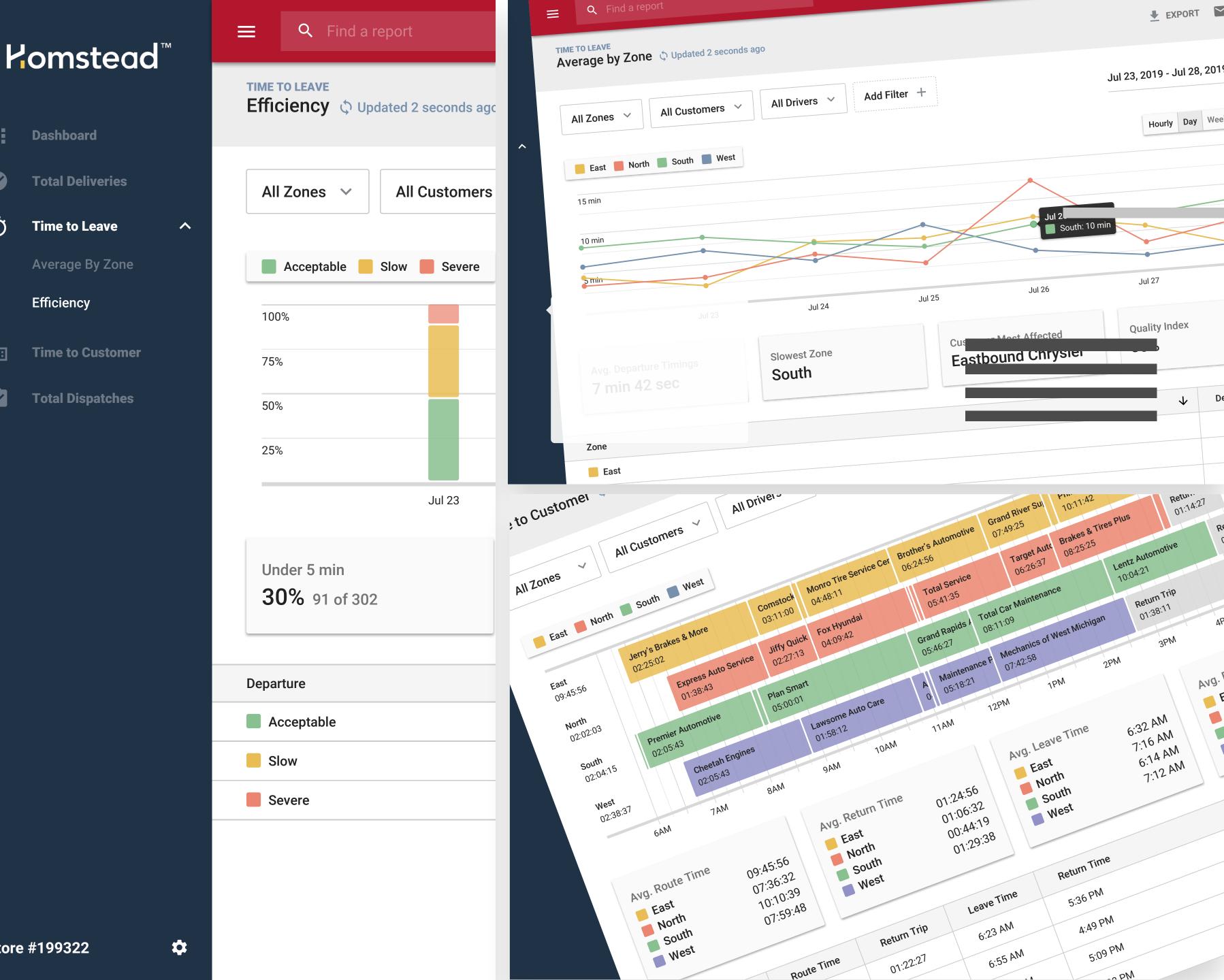
Average By Zone

**Time to Customer** 

**Total Dispatches** 

RESPONSIVE WEB PORTAL FOR DATA INSIGHTS

Strategy, UX, and design for a major auto parts distributor. In a world ruled by on-demand deliveries, the client's back office needed insights into their driver force in order to maximize efficiency of selecting delivery routes, scanning parts, navigating to each location, providing active tracking statuses to customers, and more - all in an intuitive, easy to use Responsive web portal.



# Multi-national Logistics Company

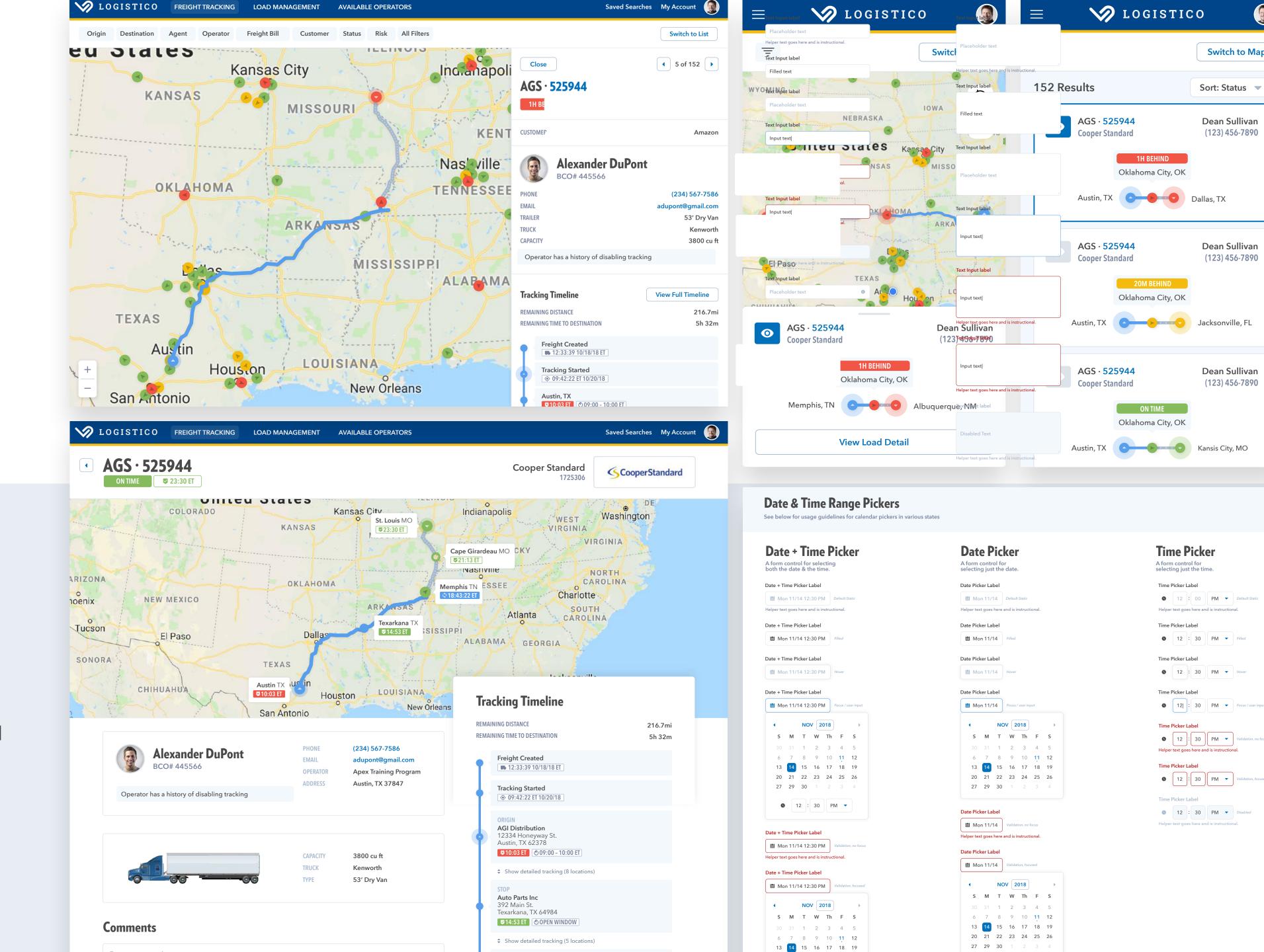
PROVIDING TRACKING &

AVAILABILITY OF IN-ROUTE

LOADS TO AGENTS

Continued strategy, UX, design and user testing for a major logistics provider to allow for the real-time tracking of freight and truck drivers.

The effort around this product also included the inception of a robust design system of Sketch symbols paired with Angular components - a system that can be leveraged across products moving forward for more expedient development, consistent and tested experience, and beautiful aesthetics.

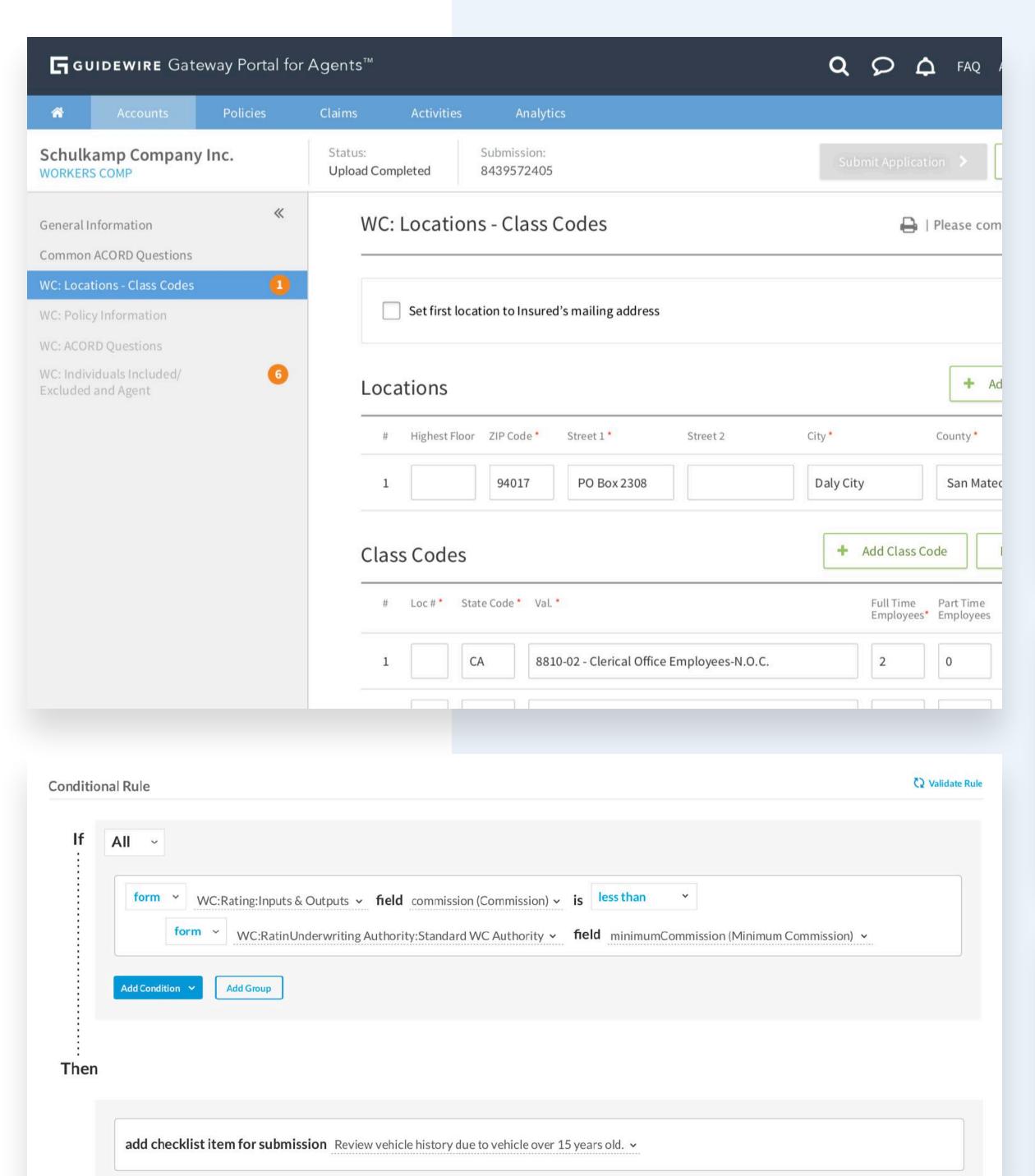


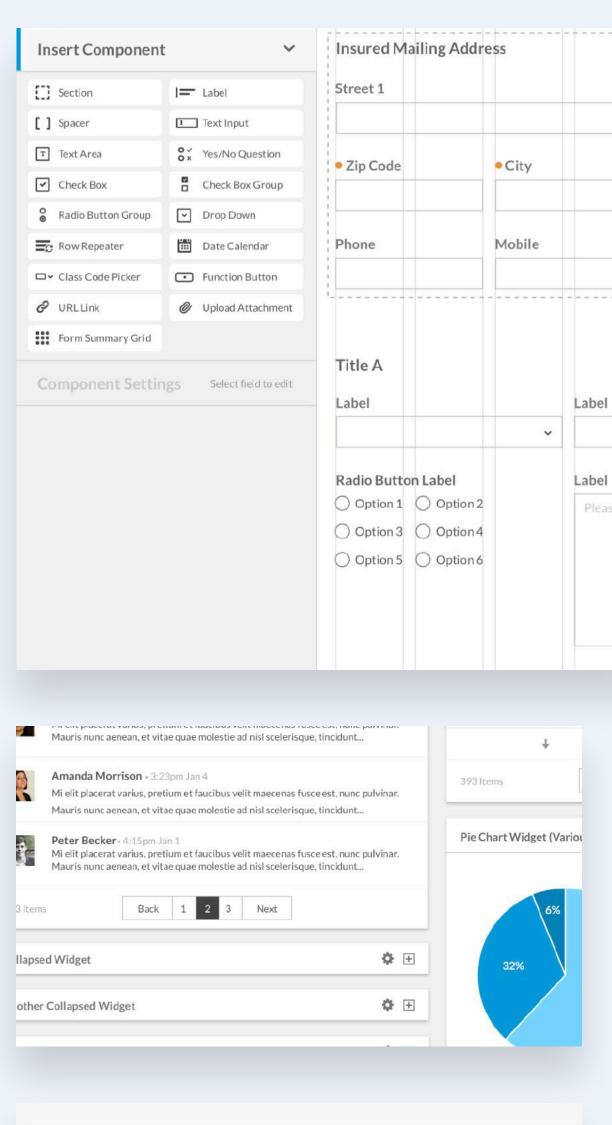
# Guidewire

GROUND-UP REDESIGN AND
MULTI-PRODUCT INTEGRATION

Guidewire was a disruptor of the insurance space in the early 2000s, but a decade later their old Flash-based systems and many acquisitions were leading to severe bloat in their product line.

I undertook a consolidation and redesign of their underwriting management products, working with their product and development teams to modernize the products' looks and feels, provide compositions updating and integrating every part of the old system, and form a robust design system: a living style guide, design-symbol and code-based component library, and a standardized hand-off process.





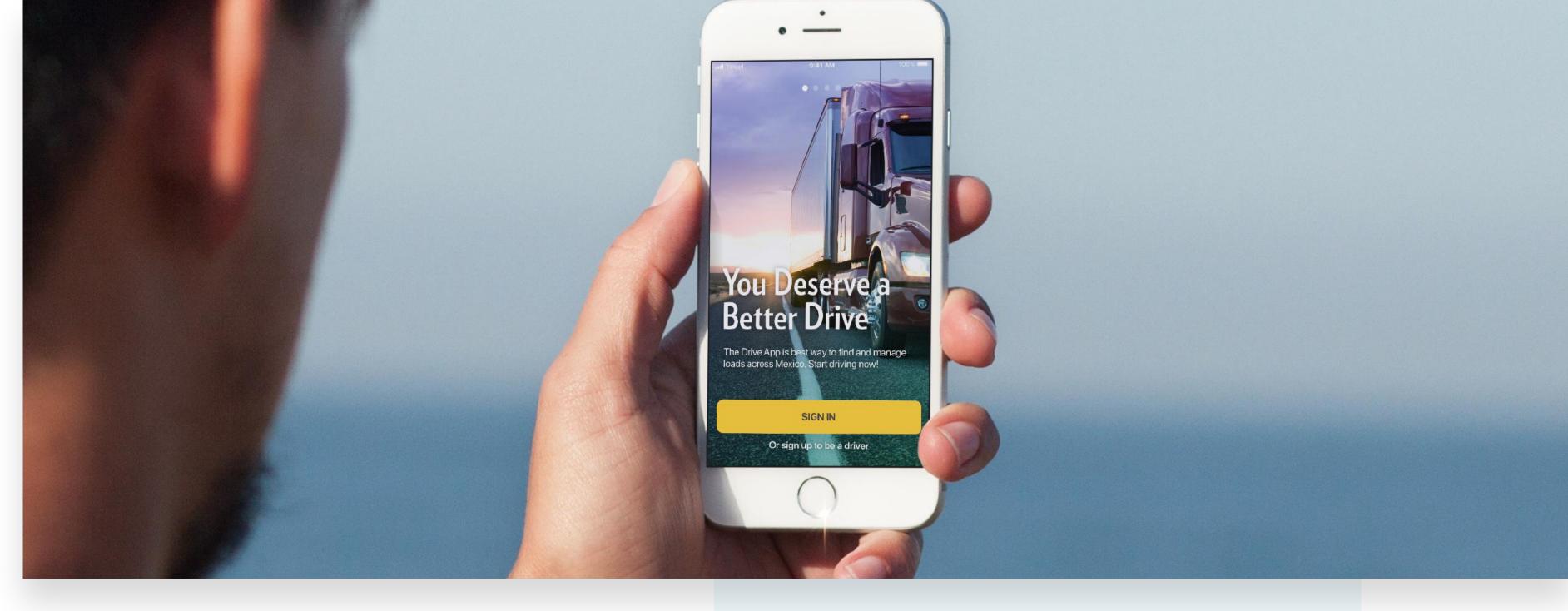
Data Items 🗸		Product Dependency ~	
Additional Insured	~	ВОР	~
Lender's Loss Payable	~	WC	~
Lienholder	~	GL	~
Loss Payee	~	Select a product dependency	~
Mortgage	~	Select a product dependency	~
Owner	~	Select a product dependency	~
Registrant	~	Select a product dependency	~

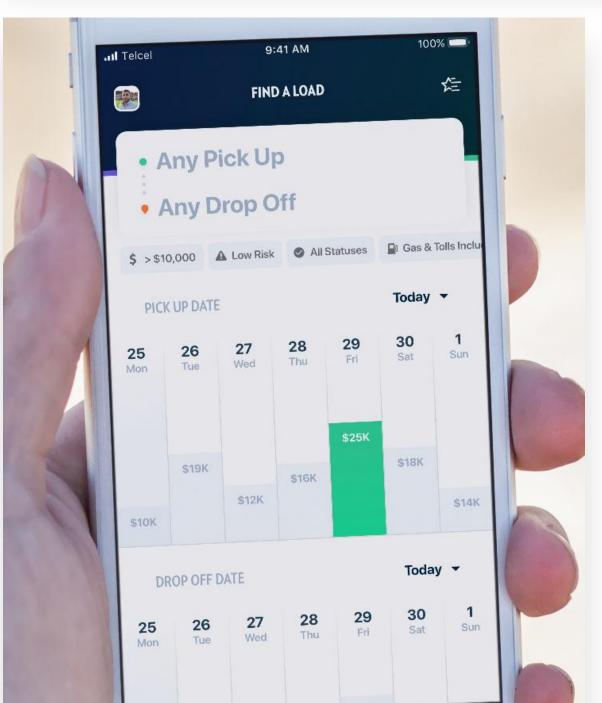
# Logistics Company in Mexico

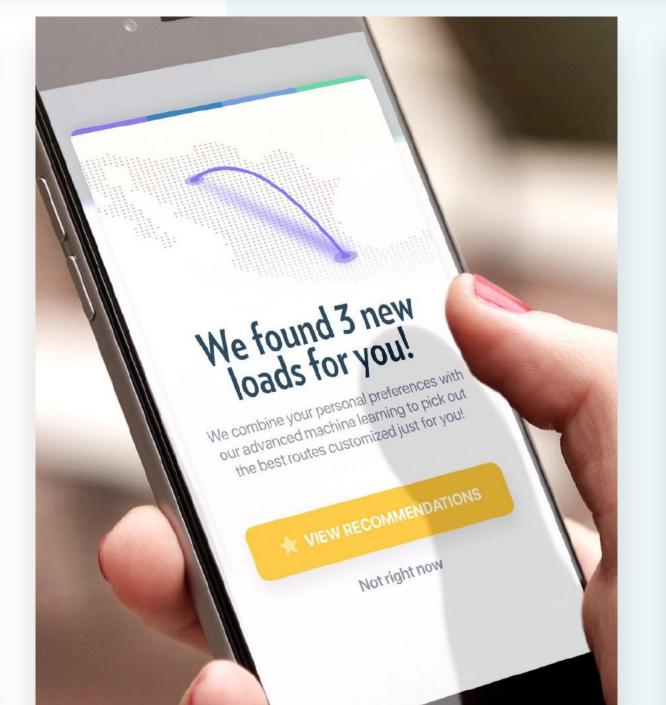
TAKING ON UBER FREIGHT IN MEXICO

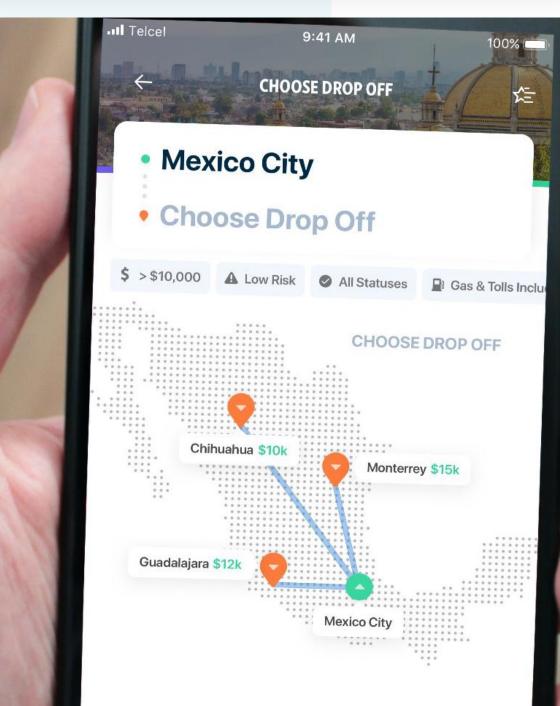
Strategy, UX, and design for a major logistics provider as they look to expand and improve access to their logistics in Mexico.

The mobile app was specifically geared at engaging drivers with a modern truckload browsing experience complete with intelligent recommendations.









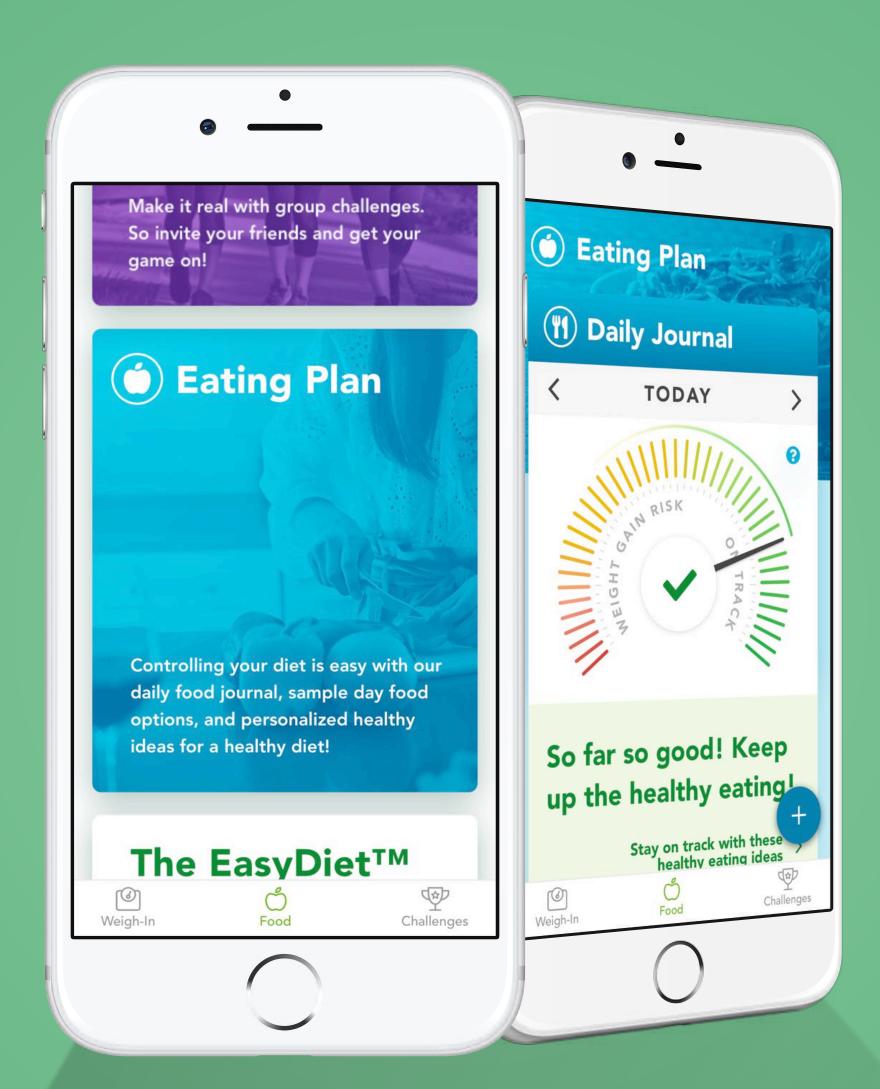
# Weight Loss & Food Planning iOS & Android Apps

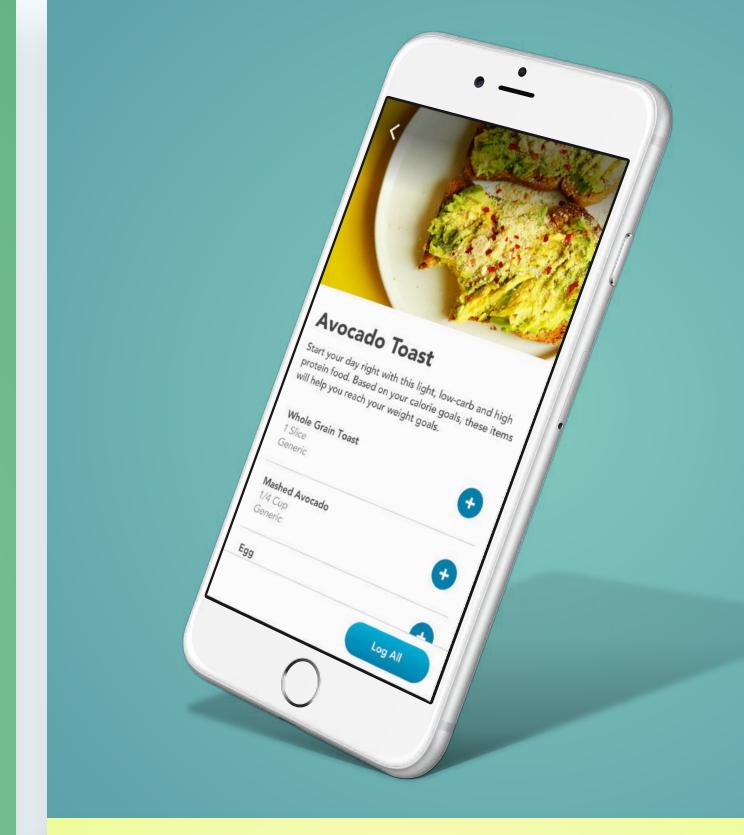
HELPING DRIVERS PLAN ROUTES,
MAXIMIZE REVENUE AND FUEL
EFFICIENCY

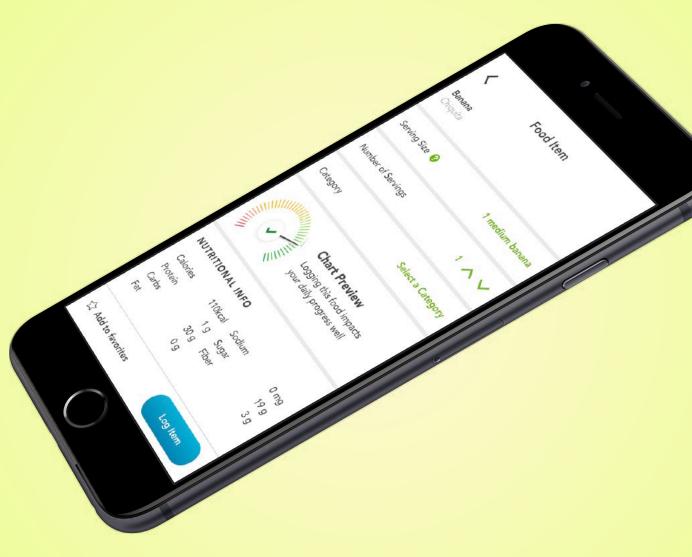
Strategy, UX, design and robust user testing for a major nutrition supplement provider in their effort to help enable their customers lose weight while upselling their nutrition supplements.

The mobile app focuses specifically on dieting with the goal of weight loss - and the app takes a unique approach to metric management that doesn't require the user to do any math at all day to day, making food journaling easier than ever before!





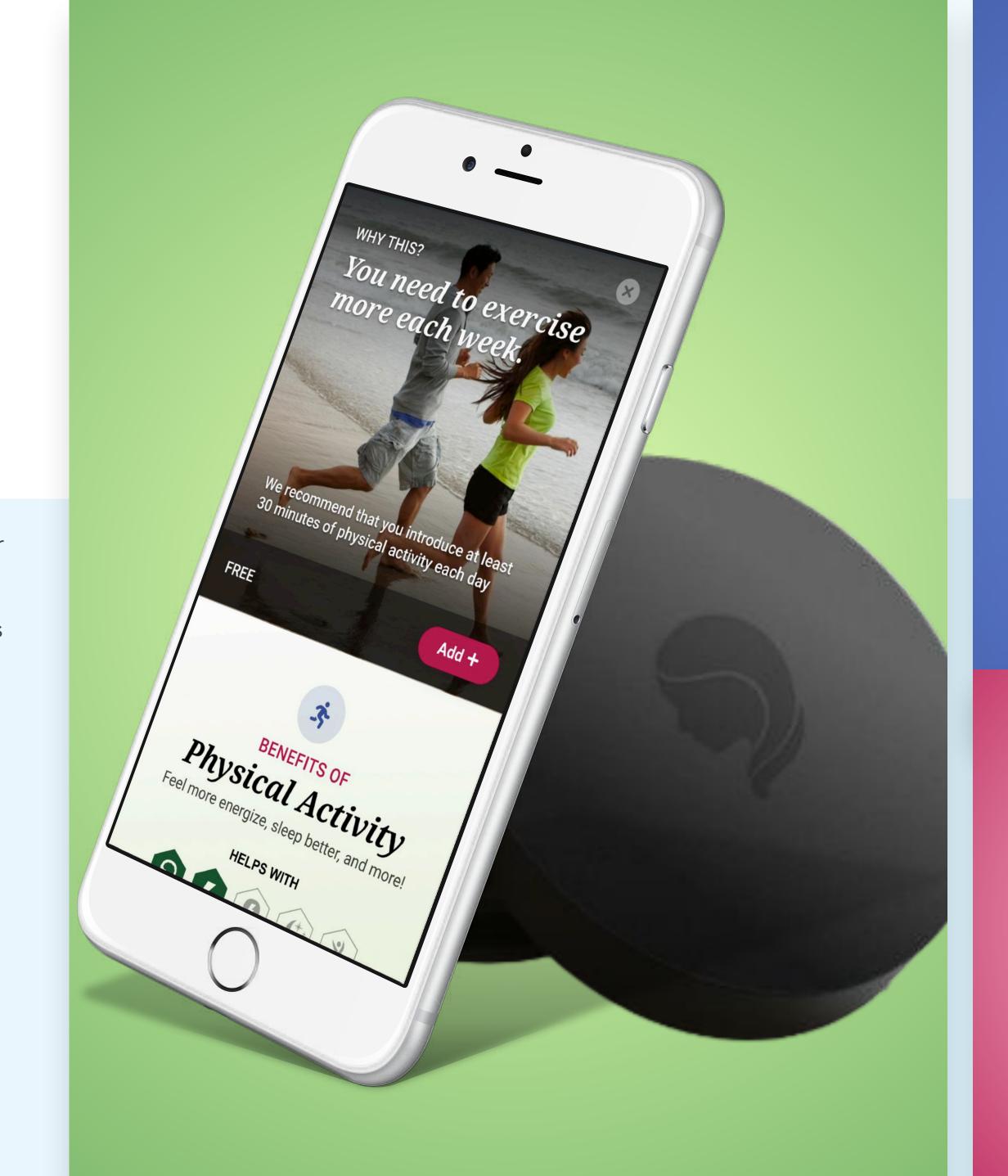


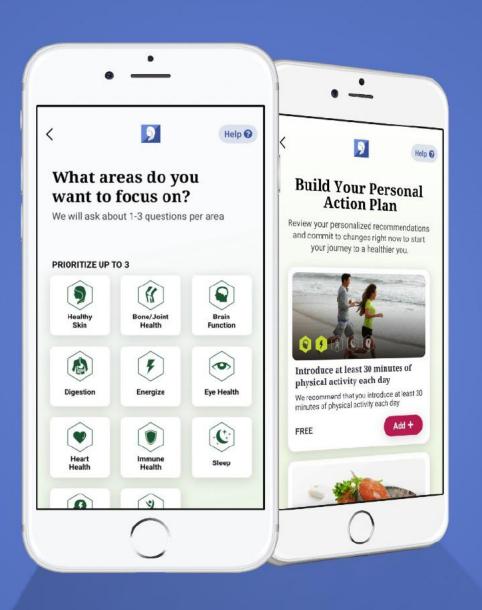


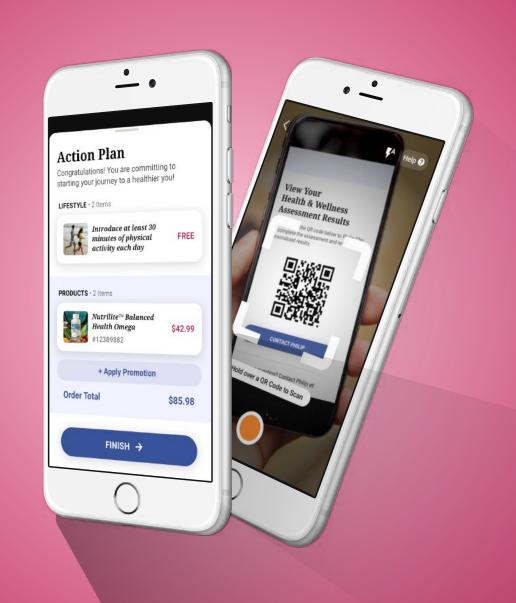
# Lifestyle & Product Recommendation Connected Device Experience

IDENTIFYING PERSONALIZED
HEALTH GOALS THROUGH A
CONNECTED DEVICE EXPERIENCE

Strategy, UX, design and test planning for a major nutrition supplement provider in their effort to help enable their customers to make healthy lifestyle changes. The experience uses a connected device and health questionnaire to capture vital information and suggest lifestyle and product recommendations to individuals. The platform transforms the way the business introduces their products to customers while also helping users to become more aware of their own health needs and trends over time.





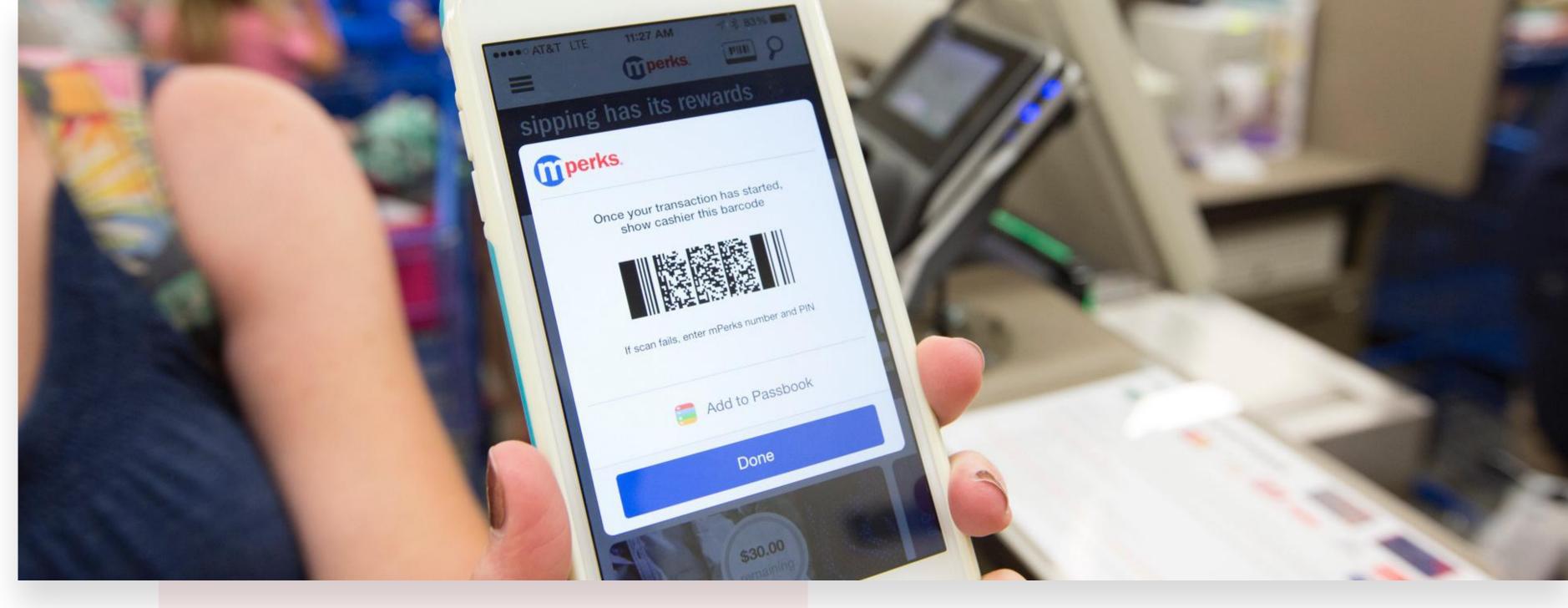


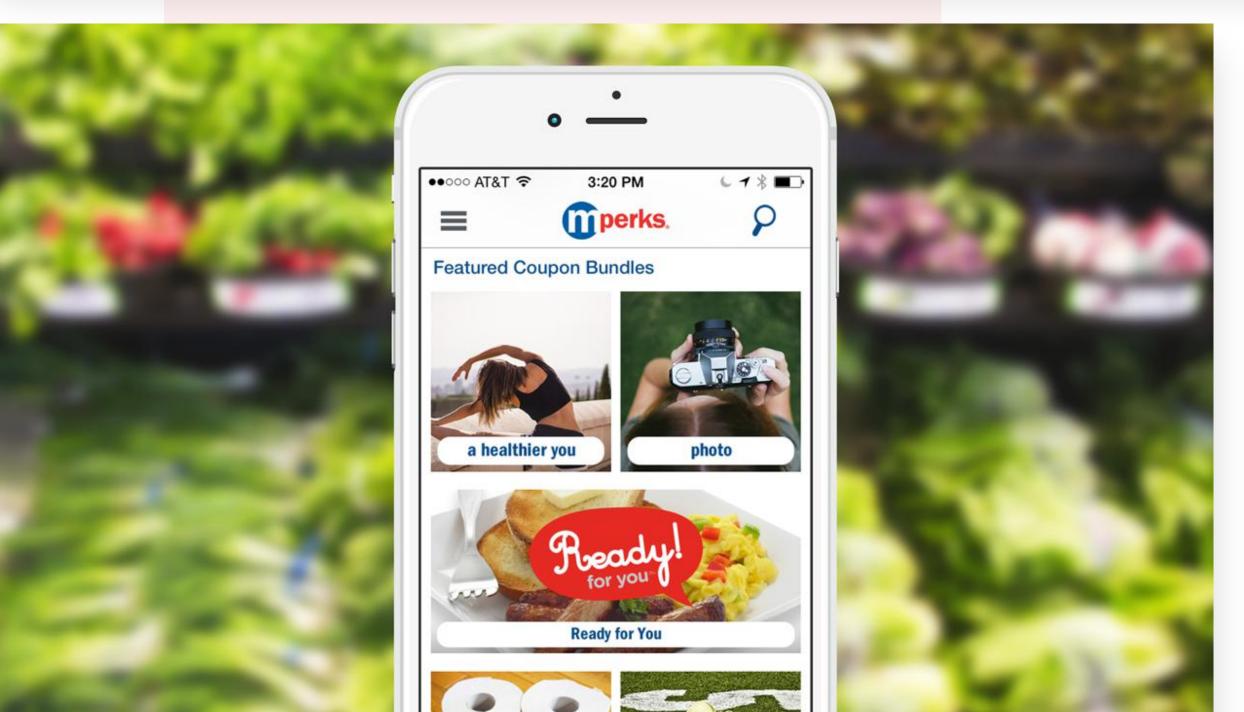
# MEIJER: mPERKS

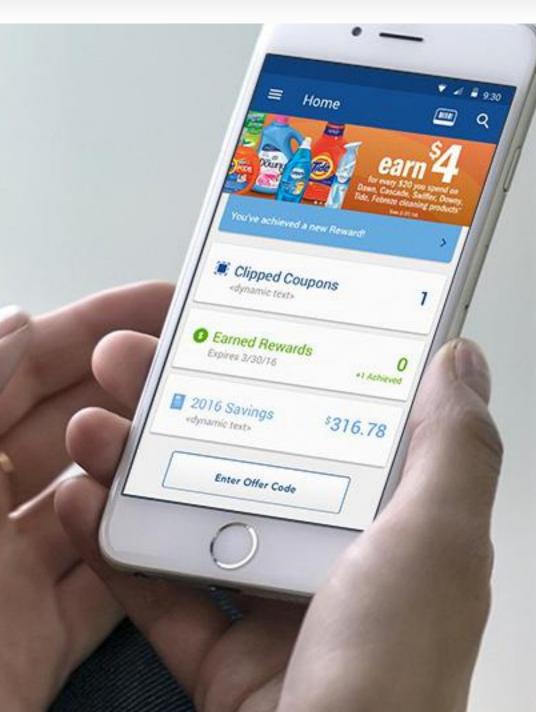
CUSTOMER LOYALTY THROUGH DIGITAL ENGAGEMENT.

Offering strategic support in the design strategy, design execution, prototyping and testing of a seamless, omni-channel, user-friendly customer experience that competes with heavyweight rewards programs like Amazon Prime, Walmart's Savings Catcher and Spartan Store's Yes Card.







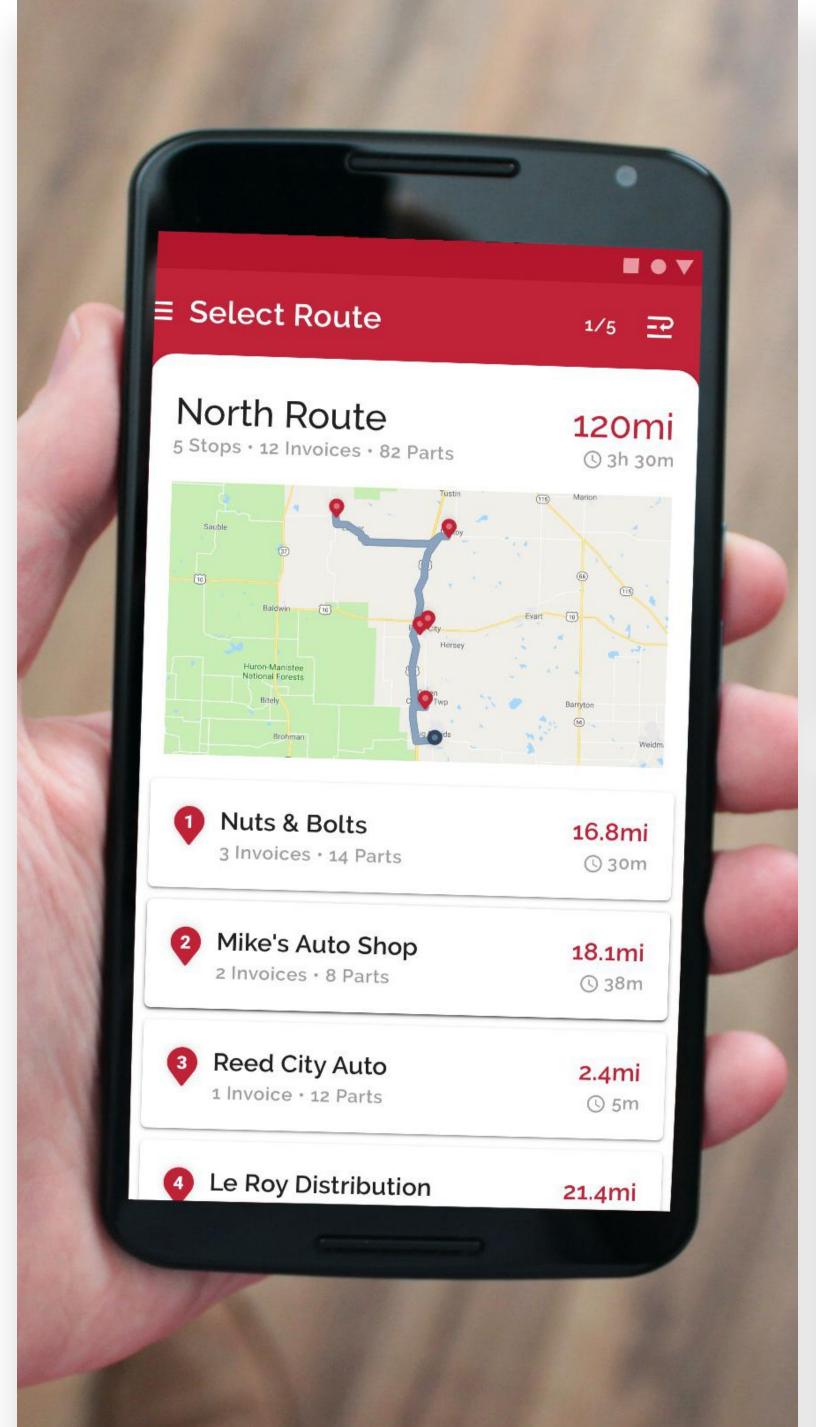


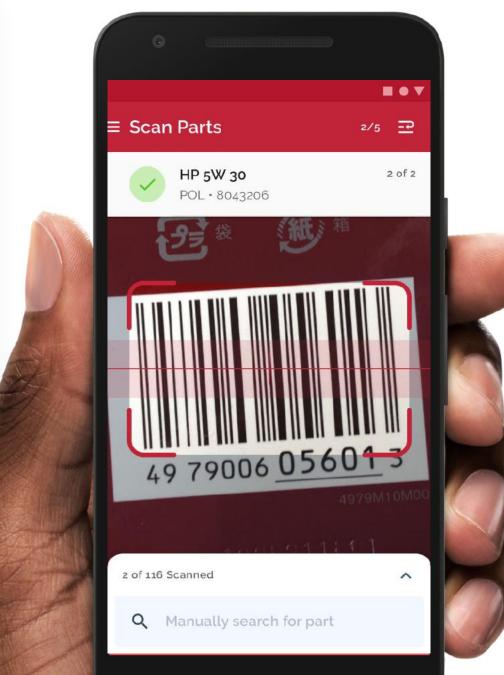
# Auto Parts Distributor

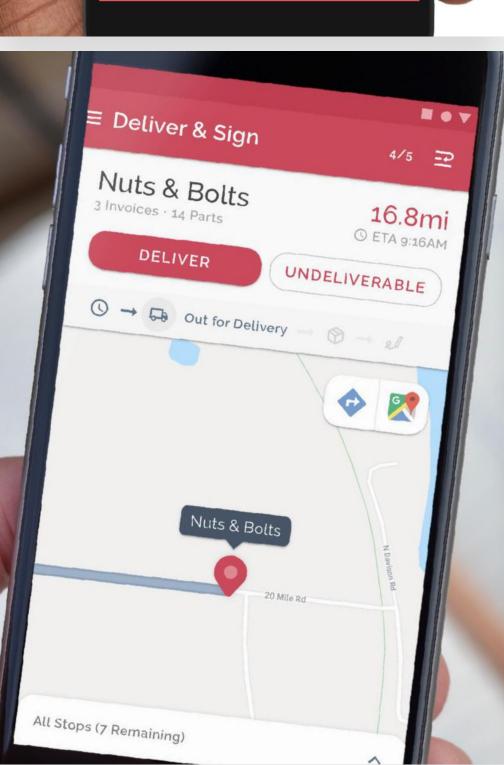
ANDROID APP FOR EFFICIENT & TRACKABLE DELIVERY

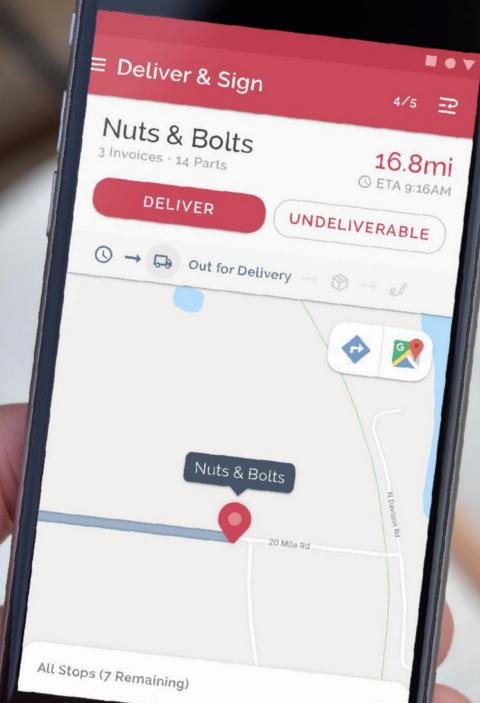
Strategy, UX, and design for a major auto parts distributor. The client's driver force needed to maximize efficiency of selecting delivery routes, scanning parts, navigating to each location, providing active tracking statuses to customers, and more - all in an intuitive, easy to use Android app.

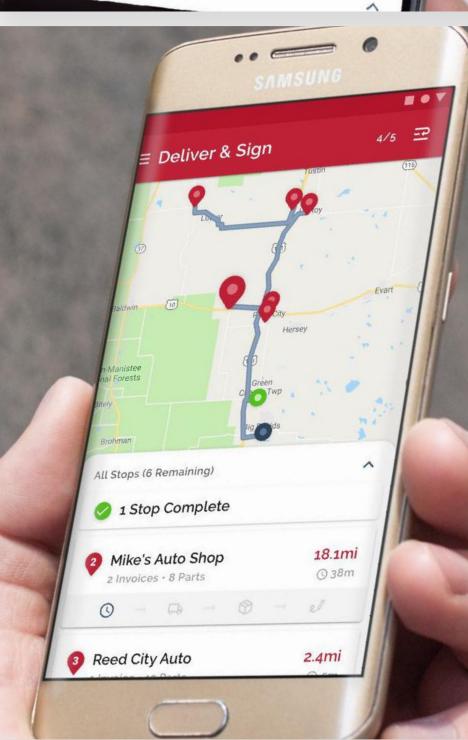
Making the app beautiful was just the cherry on top.











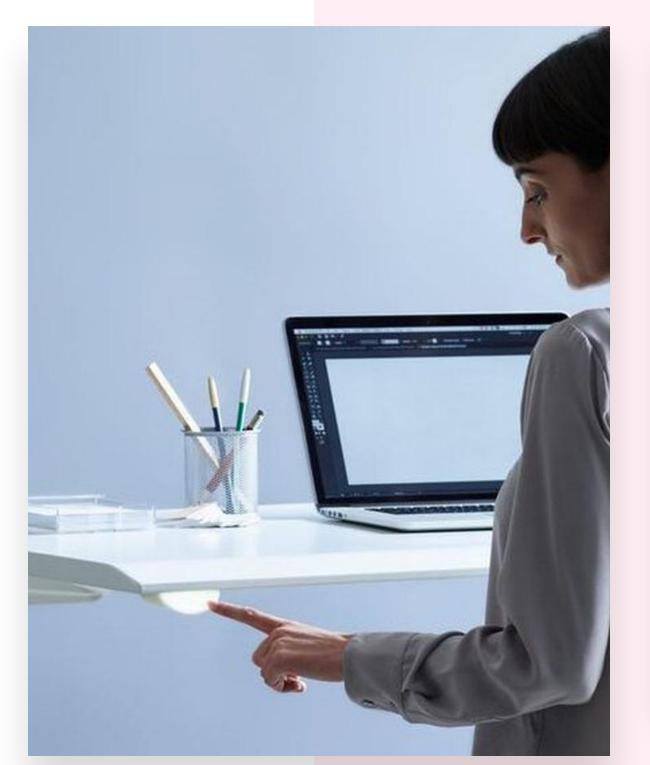
# Herman Miller

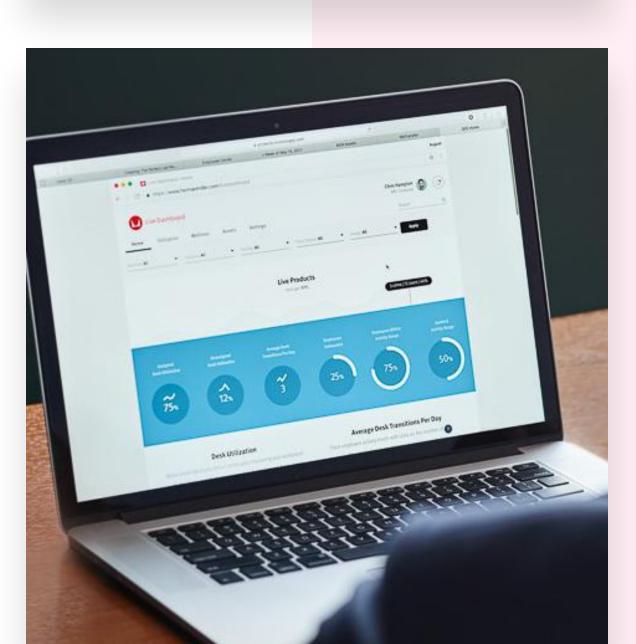
BREAKTHROUGH TECHNOLOGY
COMES TO YOUR DESKTOP, AND
WE'RE NOT TALKING ABOUT
YOUR COMPUTER.

Mentoring a team in innovation practices to stoke an innovative team culture, and offering strategic support for the design effort to form the recently launched and lauded LiveOS.

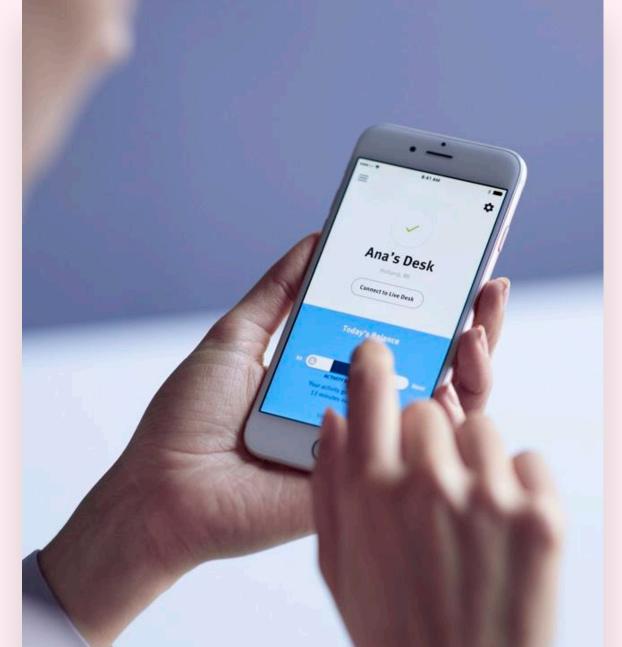
LiveOS is an industry-leading experience for smart furniture - creating a whole new way in which both employees and employers interact within their office space.















# Start making the right moves.

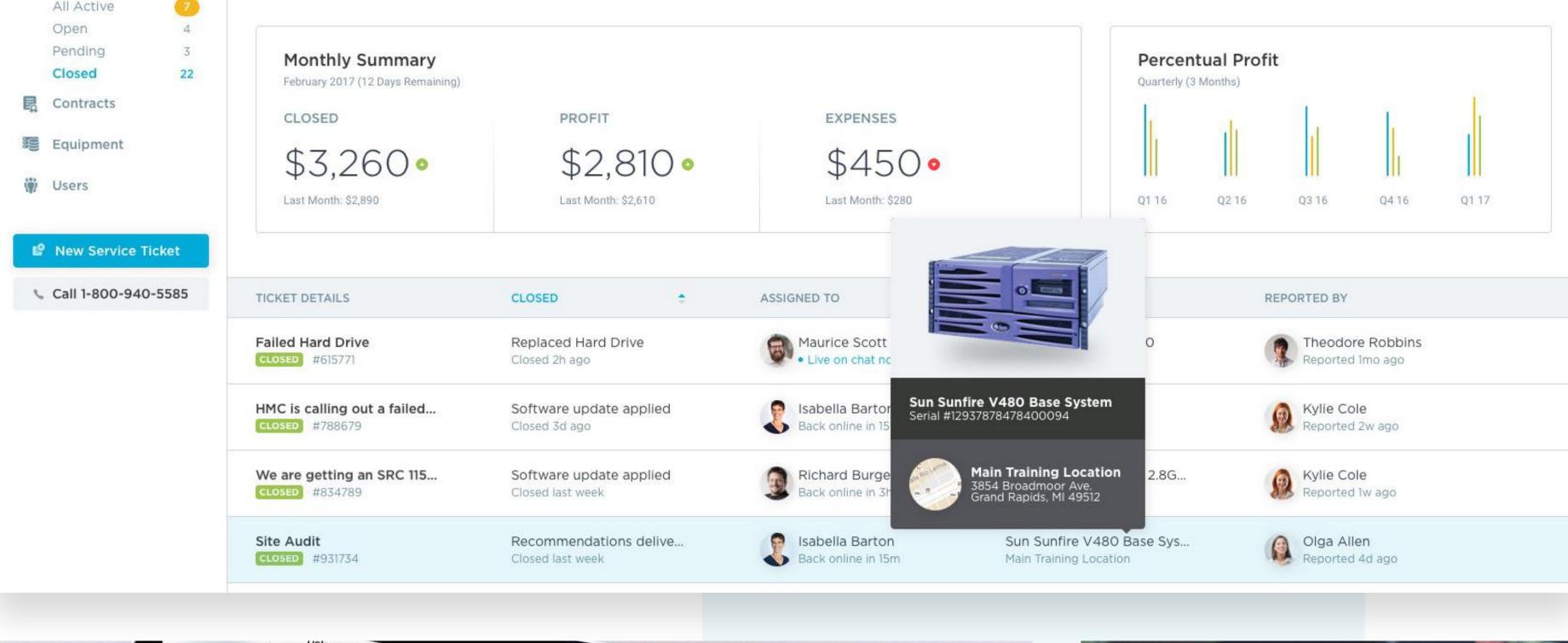
Take your first steps toward staying active and healthy throughout the workday. Let us help you tailor your workspace to the amount of movement that's right for you.

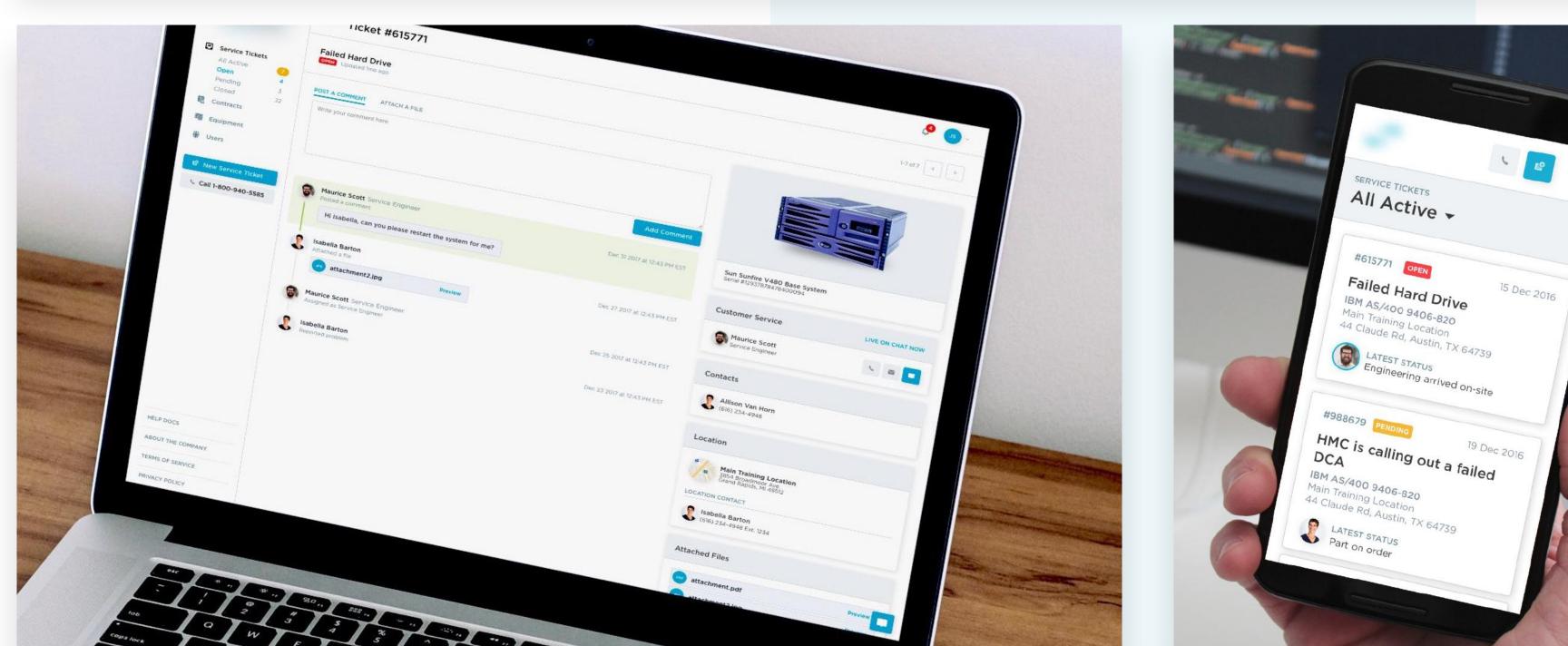
**Get Started** 

# Service Express

RESPONSIVE I.T. HELPDESK SYSTEM REDESIGN

Strategy, UX, and design for Service Express, a major B2B IT Helpdesk solution provider as they look to add more digital access to ticketing, equipment management, and contract management for their customers.



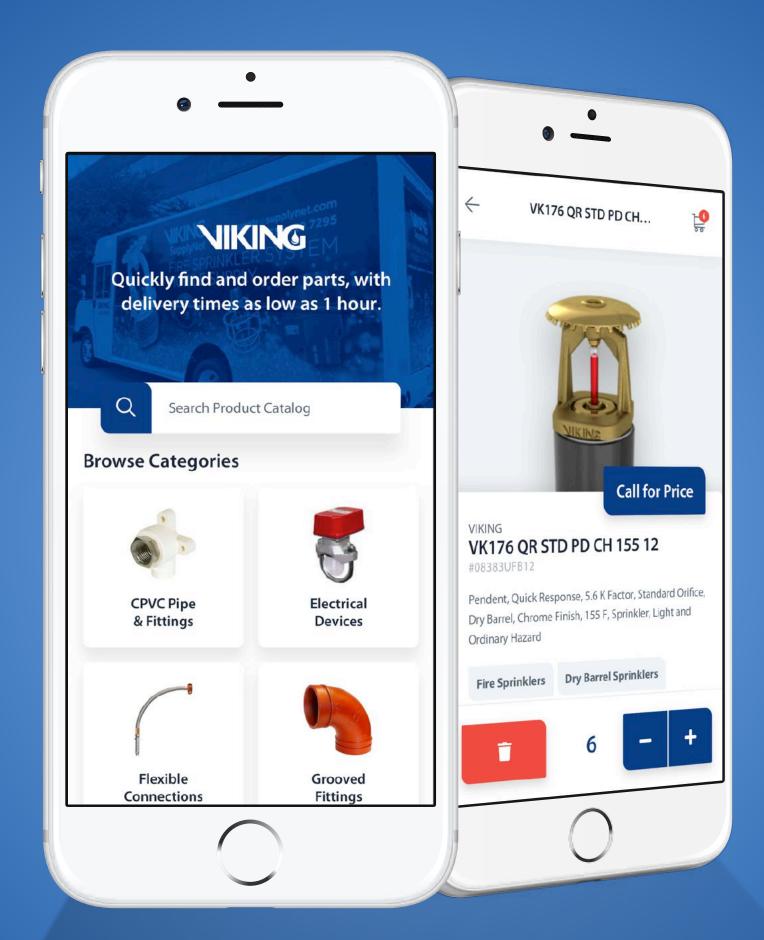


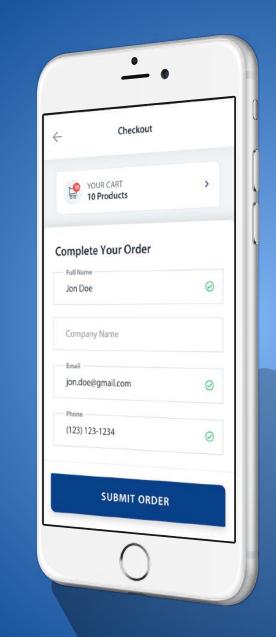
# Viking Sprinklers Instant Delivery Pilot Experience

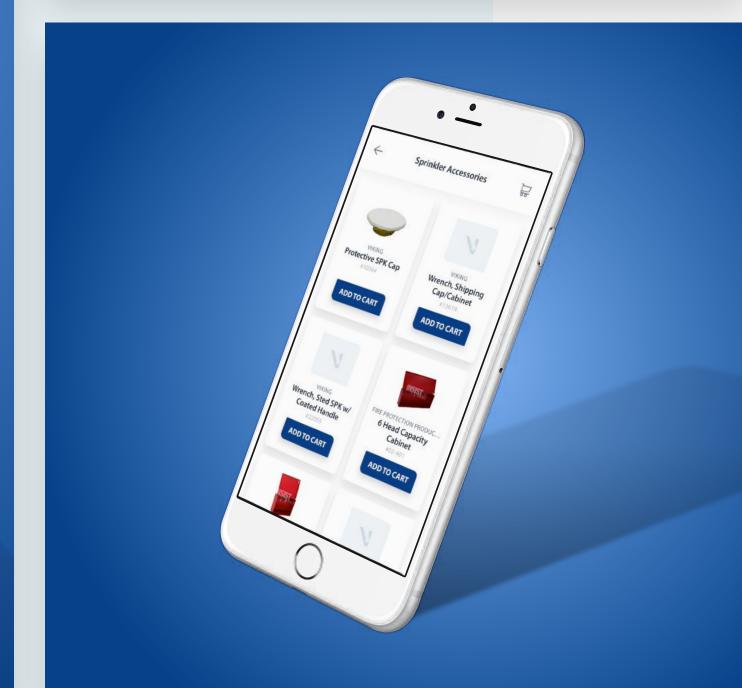
GET COMMONLY USED VIKING
PARTS IN UNDER AN HOUR FROM
THEIR MOBILE DELIVERY TRUCK

UX and UI design for an instant-delivery alpha experience that Viking Sprinkelrs is piloting in limited geographies.

The app allows customers to place orders for commonly used parts and then alerts a mobile Viking Delivery truck that is positioned to actively respond to each customer order as soon as the order is placed.



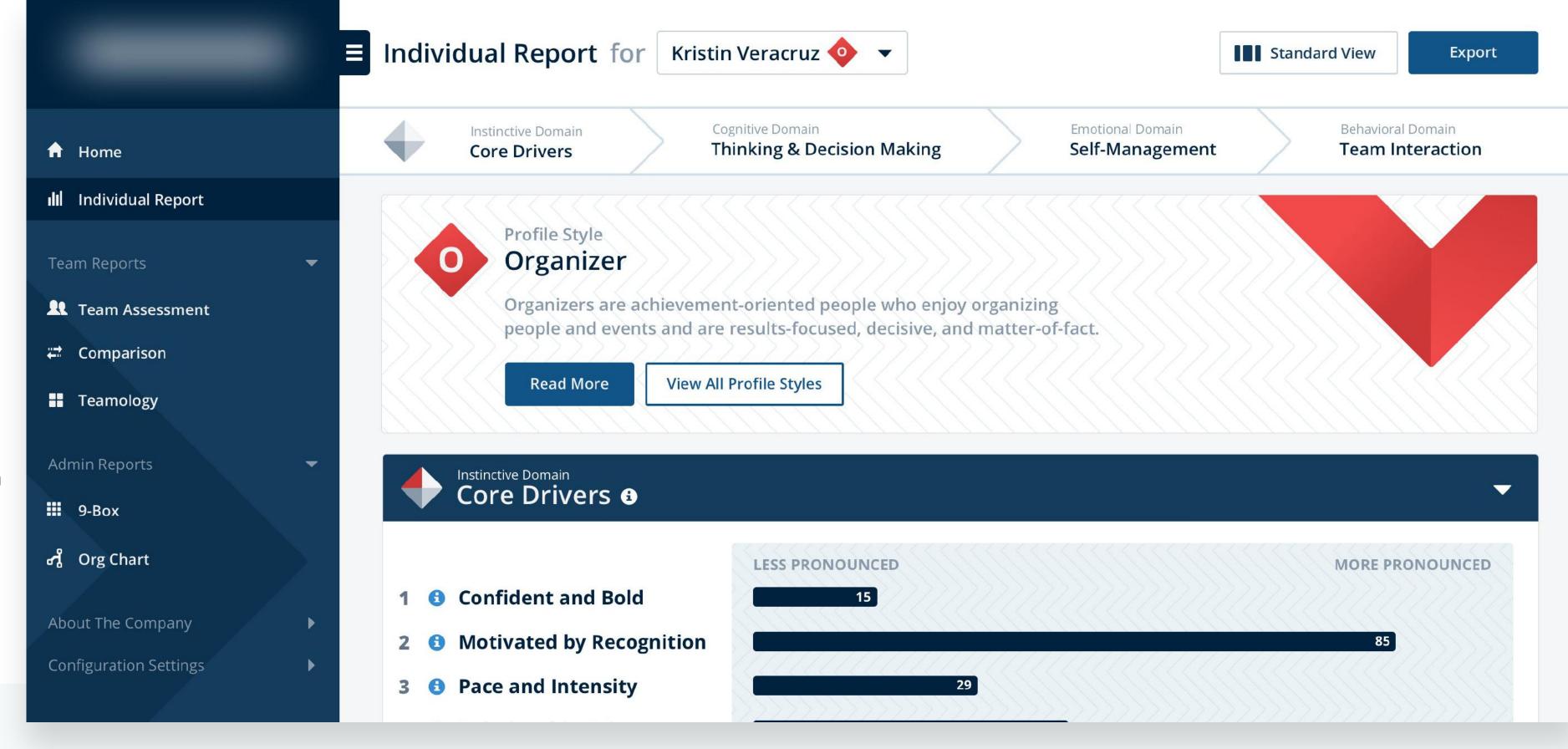


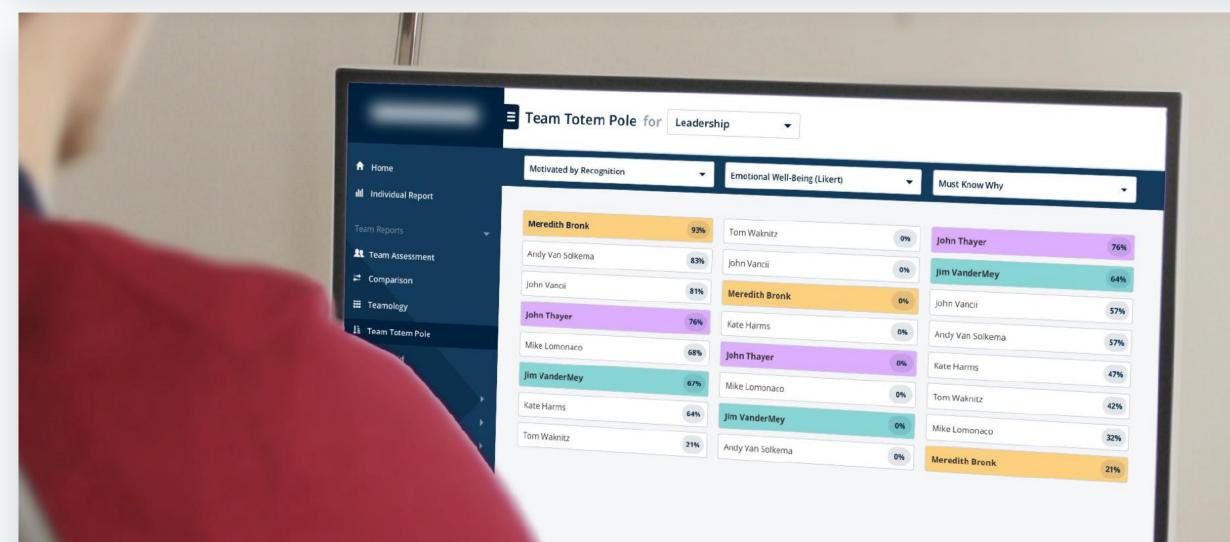


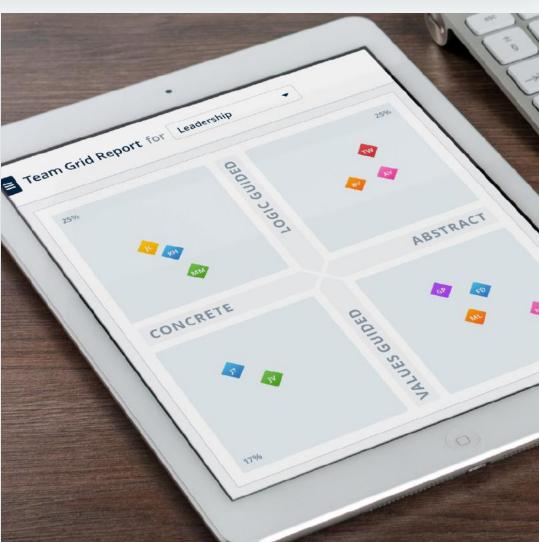
# Pondera Advisors

A TEAM PROFILING & CULTURE
GROWTH TOOL TO HELP
BUSINESSES IMPROVE CULTURE
AND DEVELOP HIGHPERFORMANCE TEAMS

Strategy, UX, UI Design and collaboration with development in the implementation of a responsive, data heavy, psychological profiling tool used to spark team culture growth and performance enhancement.







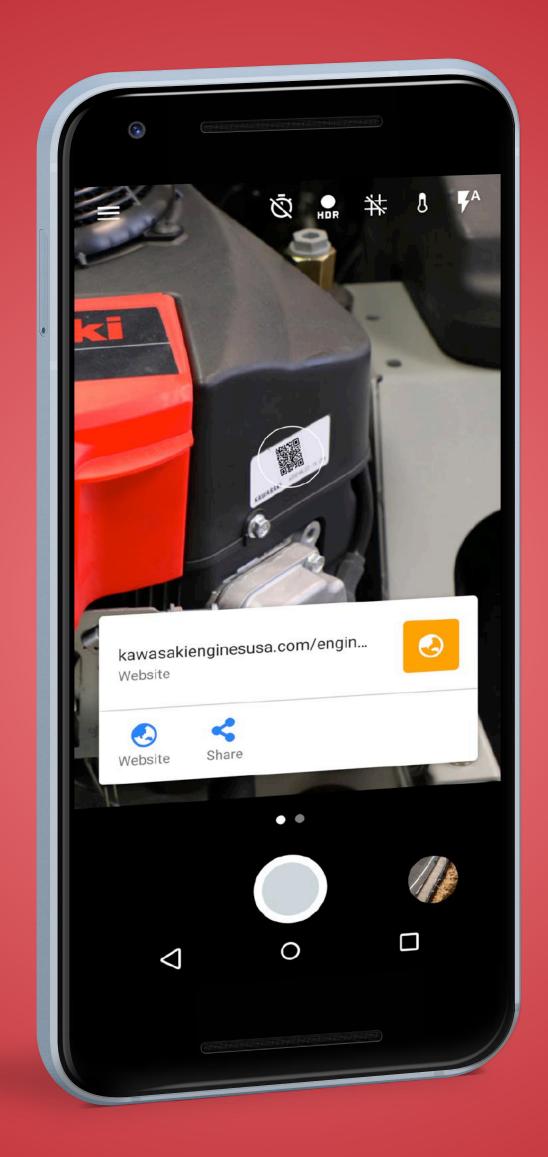
# Kawasaki Engines Part Finder Android App

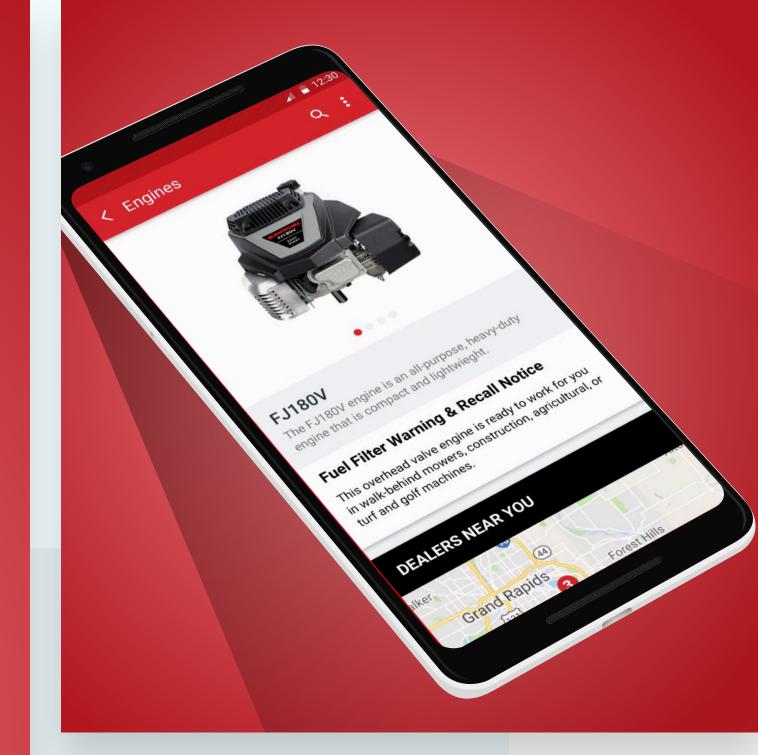
HELPING CUSTOMERS &
MECHANICS INSTANTLY FIND
PARTS, DEALERS & MORE

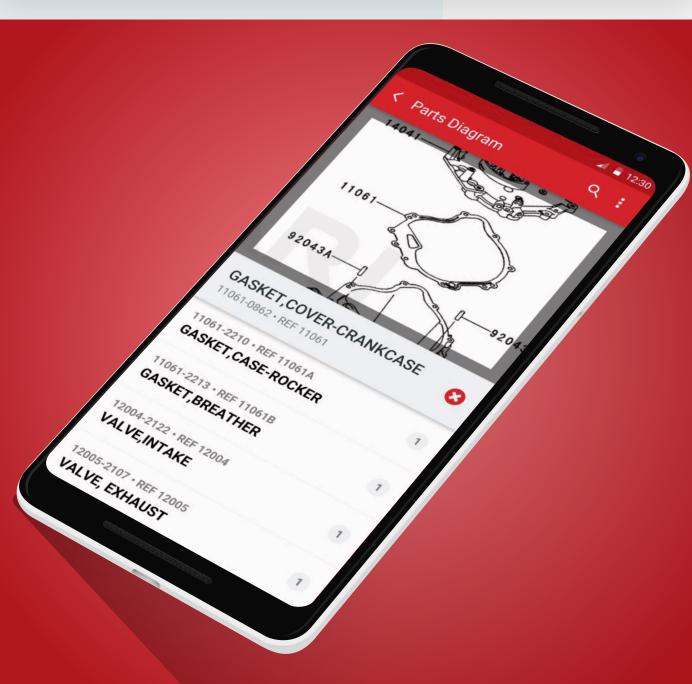
UX and UI design for the new Kawasaki
Engines "Part Finder" Android
application.

Before this app, engine customers and mechanics would have to dig through large paper manuals or complex websites.

Now finding parts, dealers, and spec sheets is as easy as scanning the QR code on the Kawasaki engine with your phone.



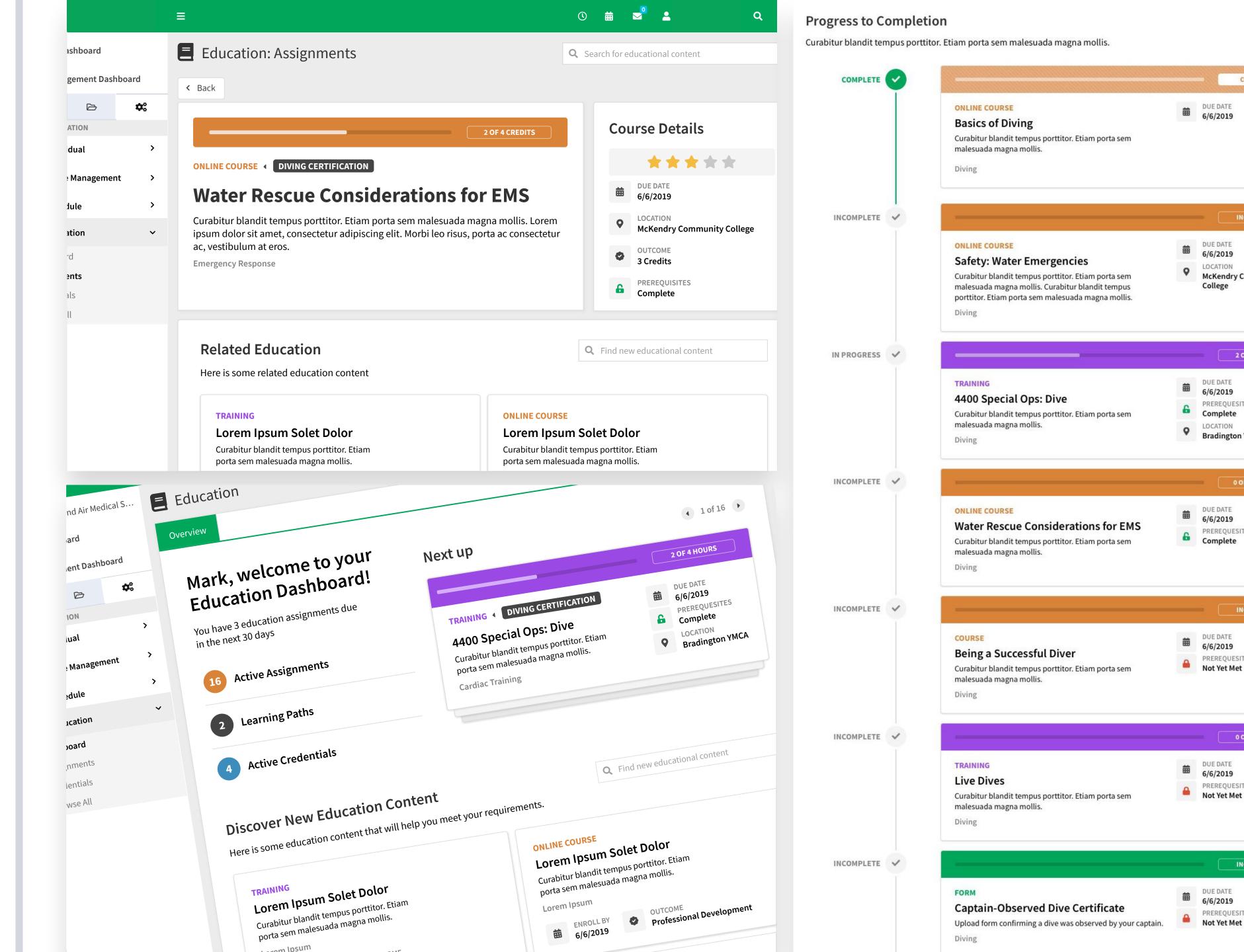




# Human Capital Mgt. for SASS Company

LEARNING MANAGEMENT PORTAL FOR SPECIALIZED PROFESSIONAL DEVELOPMENT

Strategy, UX, and design for a resourcing SASS product focused on the emergency services market. Managing people in a specialized vertical requires a specialized product. Designing the right Learning Management portal required a deep understanding of learning paths, courses, trainings, and credentials, but ultimately led to a high powered solution that worked for both personnel and company administrators.

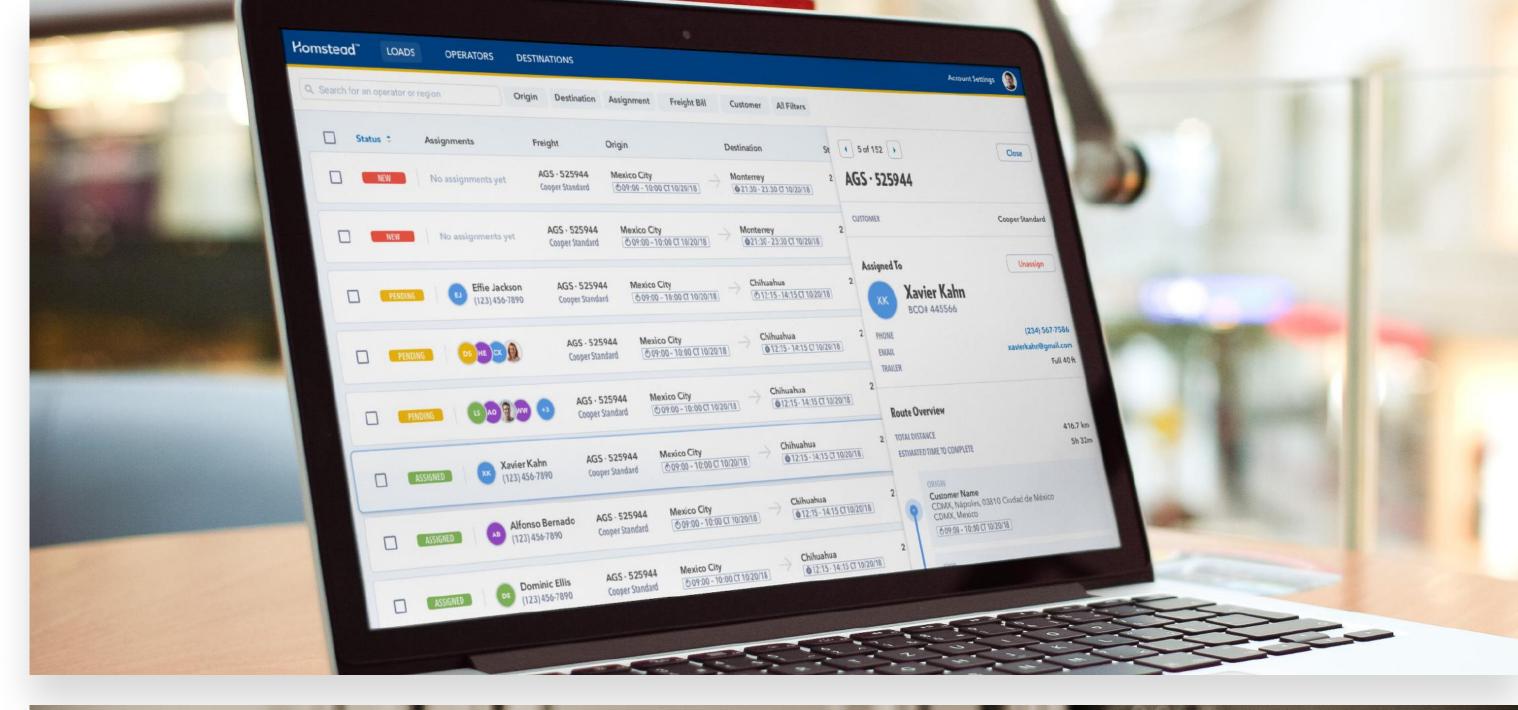


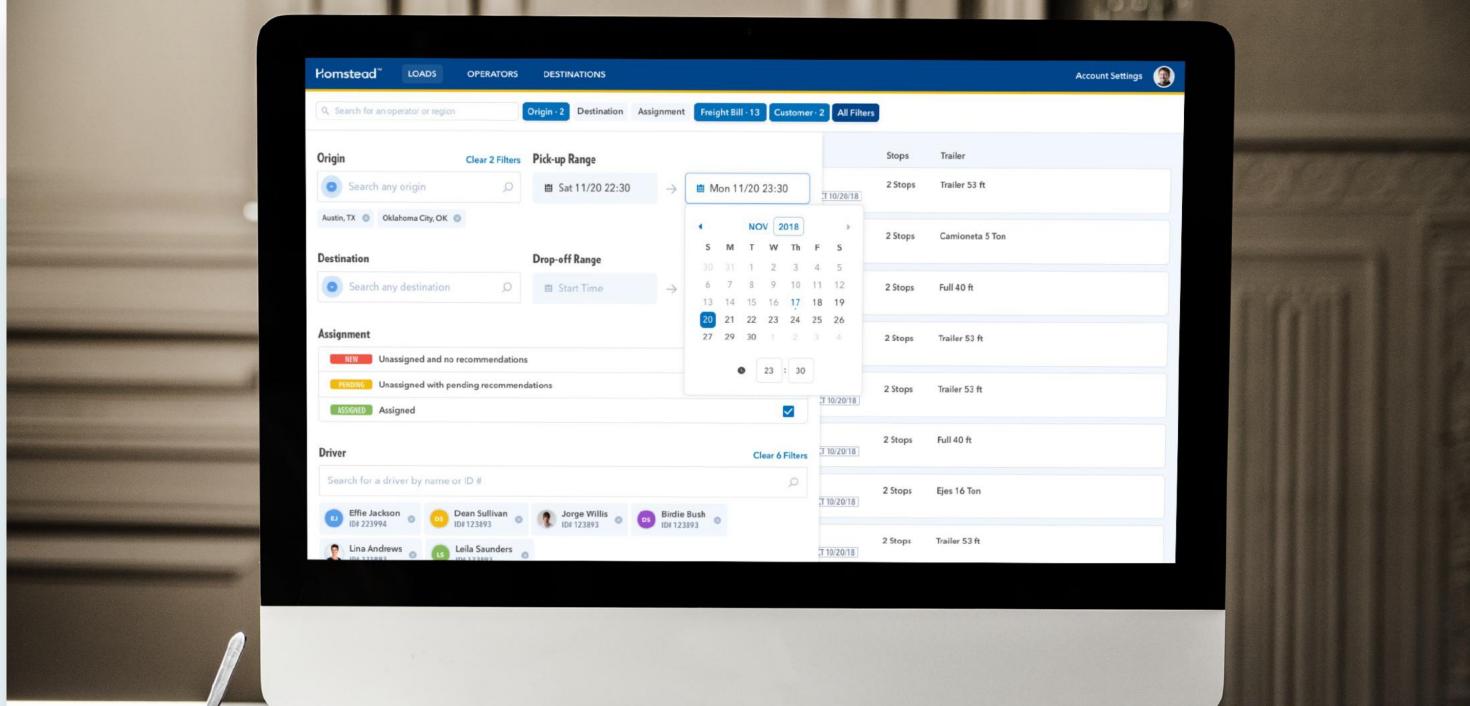
# Logistics Company in Mexico [Cont...]

A WEB-BASED, HIGHLY CURATED RECOMMENDATION ENGINE

Strategy, UX, and design for a major logistics provider as they look to expand and improve access to their logistics in Mexico.

The web app's primary purpose is to allow back office personnel to recommend truck loads to drivers.

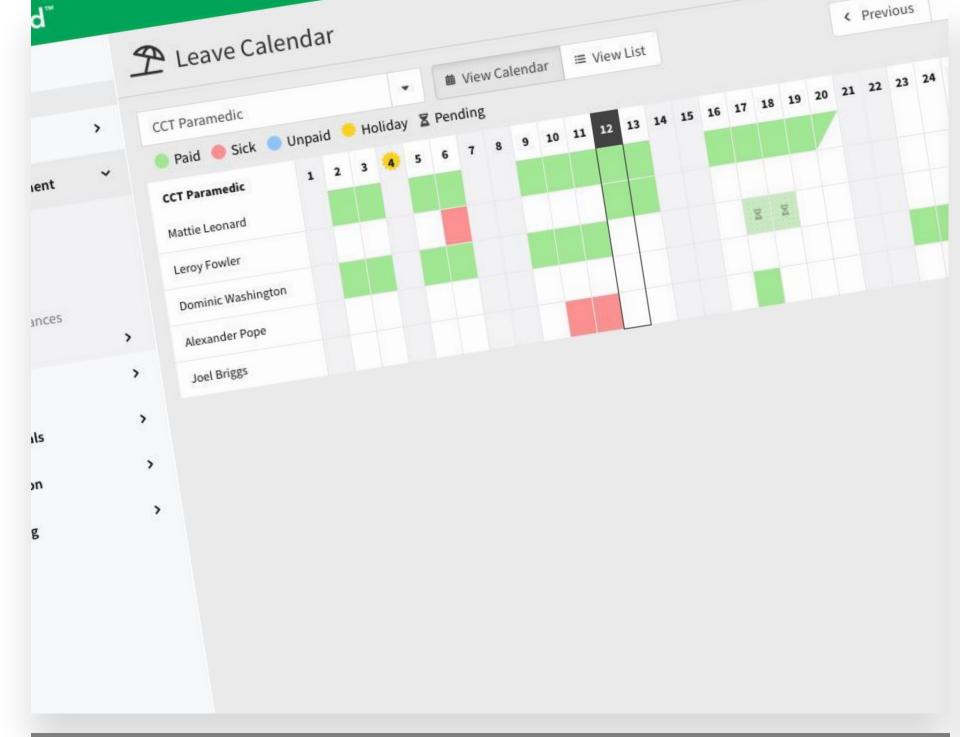


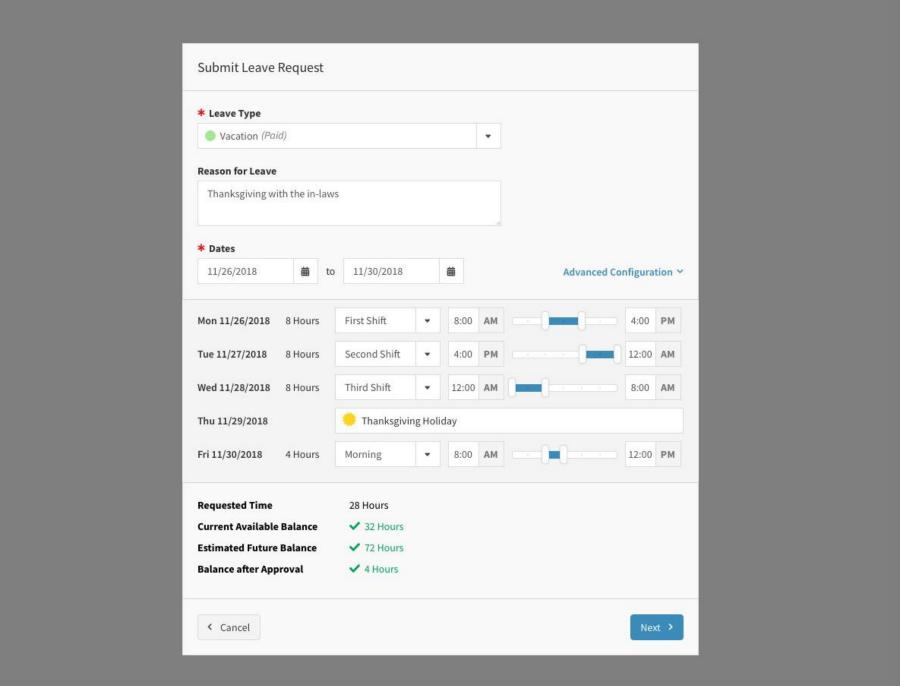


# Human Capital Mgt. for SASS Company [Cont...]

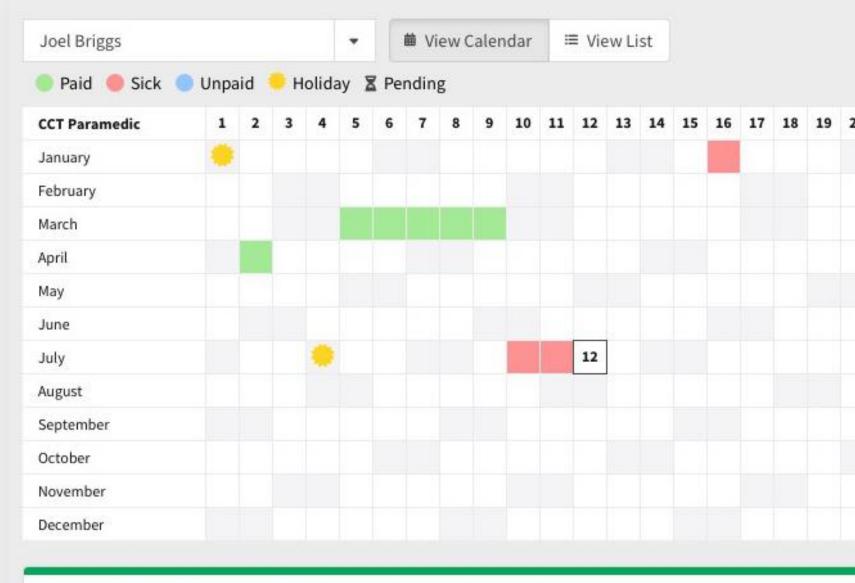
LEAVE MANAGEMENT SOLUTION
FOR HOURLY-BASED EMERGENCY
SERVICE PERSONNEL

Strategy, UX, and design for a resourcing SASS product focused on the emergency services market. Time & leave management for hourly shift workers who clock in and out at all different times of day and swap shift proved to be an especially challenging problem to solve, but through detailed user research and prototyping a solution emerged that has enabled administrators and personnel to manage time off and leave better than ever before!



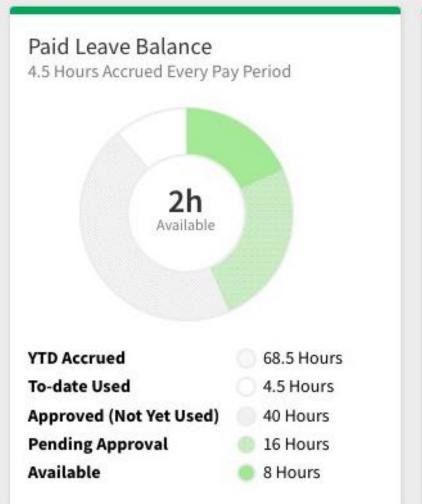


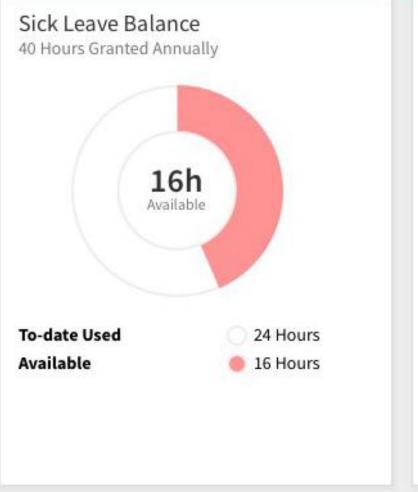
#### Leave Calendar



#### Pending Leave Requests (2)

Type		Dates	Requested on	
✓ Review	Paid Leave	✓ 11/26/2018-11/30/2018 (32 hours)	08/06/2018	
Review	Paid Leave	✓ 12/26/2018-12/28/2018 (24 Hours)	08/02/2018	





# **PrismHR**

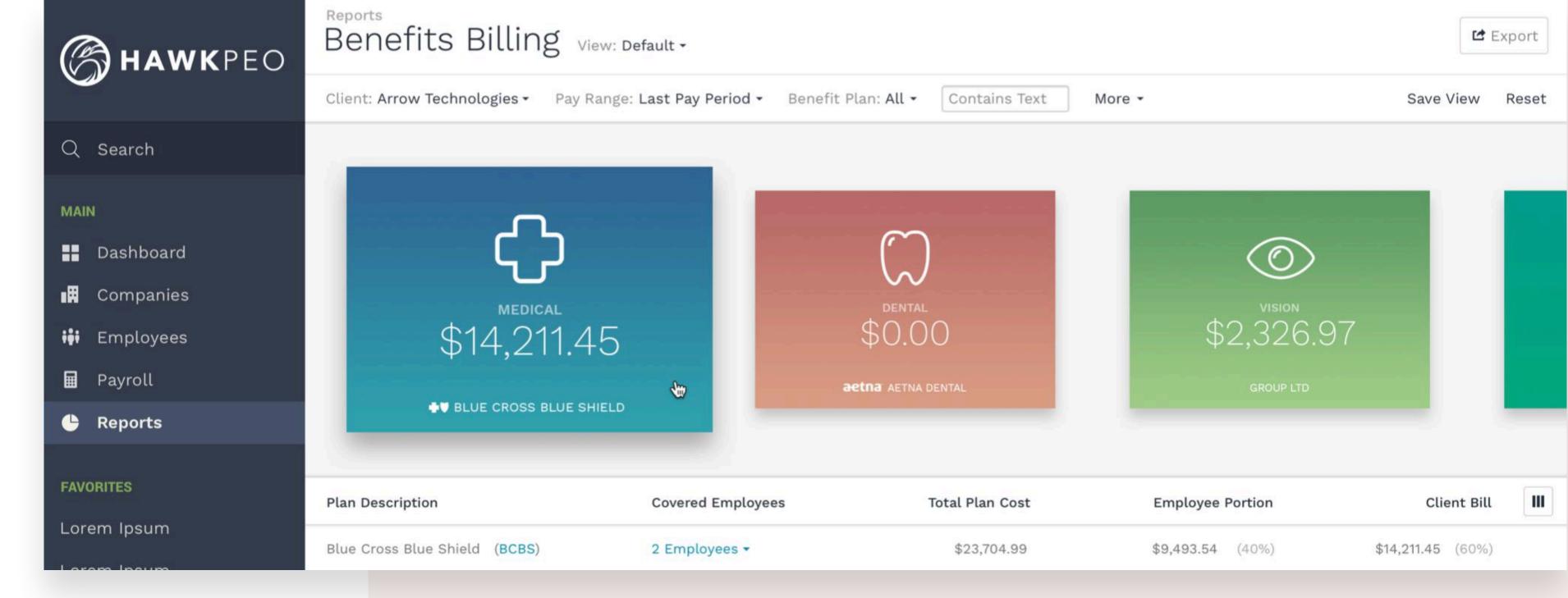
# A TRANSFORMATION IN DESIGN MATURITY

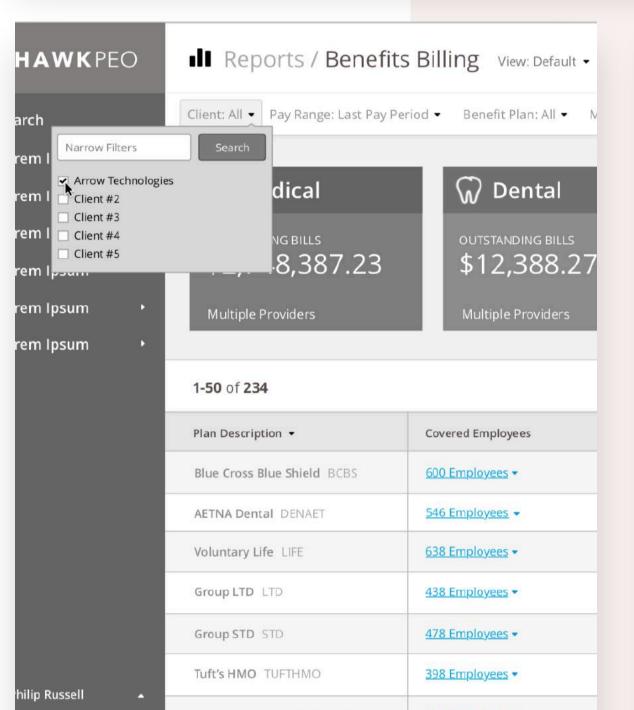
A monopoly in their space, PrismHR never felt the need to focus on human centered design practices.

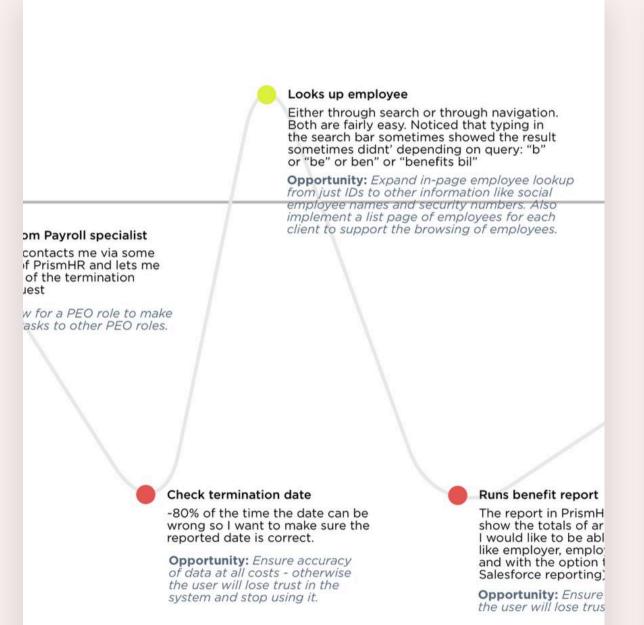
With the arrival of disruptive HR startups like Zenefits and Gusto, however - the pressure is now on.

PrismHR stuck their right foot forward by diving deep into on site customer research, journey mapping, and ideation to uncover the areas of biggest friction for their customers.

The result was a set of clear design objectives that could be focused on for iteration and testing.







ompetition is offering it. customers, not to completely en their consultative services.

i-entry re finessed services

#### **Trends**

data to send it to the PEOs tion like BambooHR and Zenefits

#### ror

of data entry and reentry nce for clerical error rises



data as to instead ask some PEO."

"I want r for my c

serve so

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consulta

data-pus

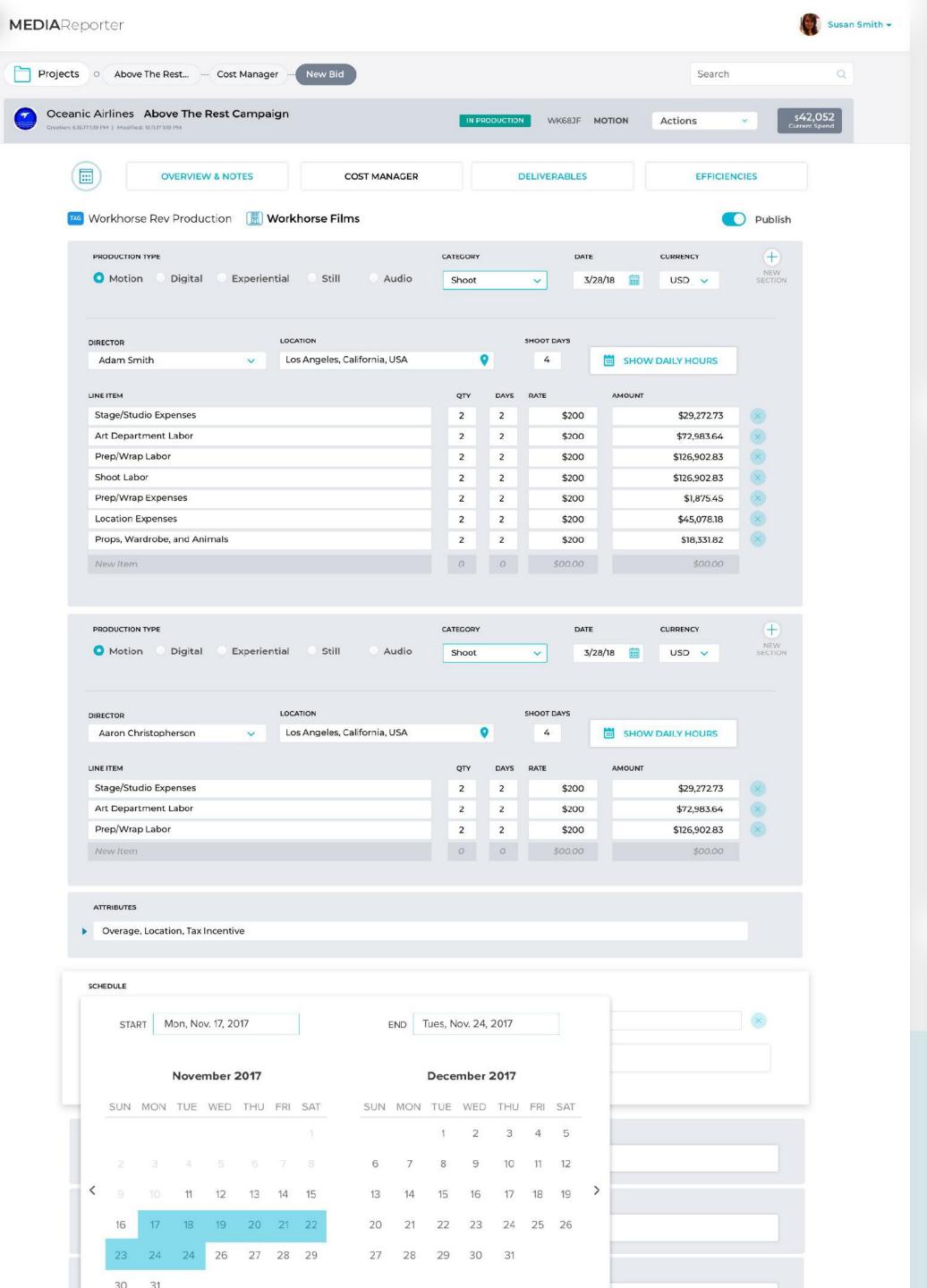


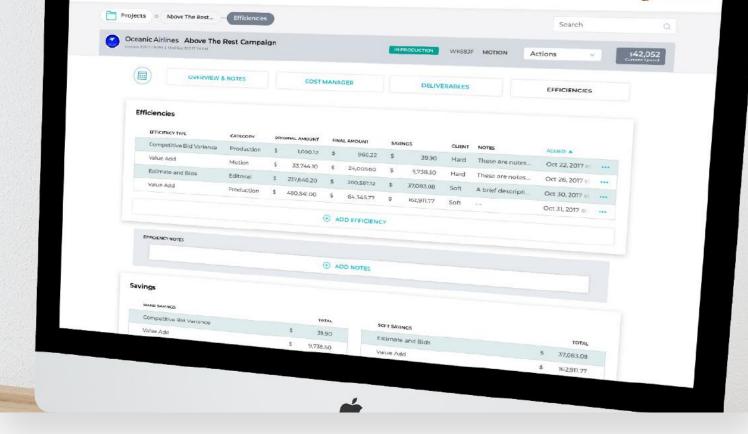
"Client : a lot of opportu - Richard

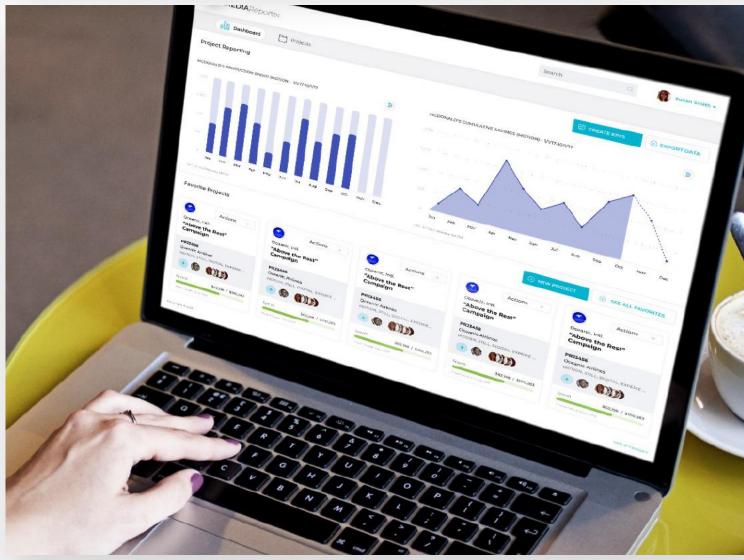
# Multinational Media Management Company

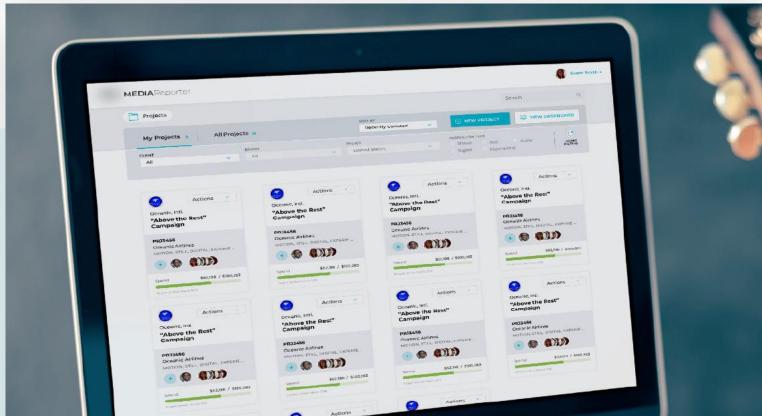
DISRUPTING THE MEDIA
PRODUCTION INDUSTRY WITH A
NEW WAY TO MANAGE
PROJECTS

Strategy, Wireframes, UI Design, and implementation support for a highly disruptive media production project management tool that will be launching soon, saving media production companies millions of dollars while helping my client corner their market even further.









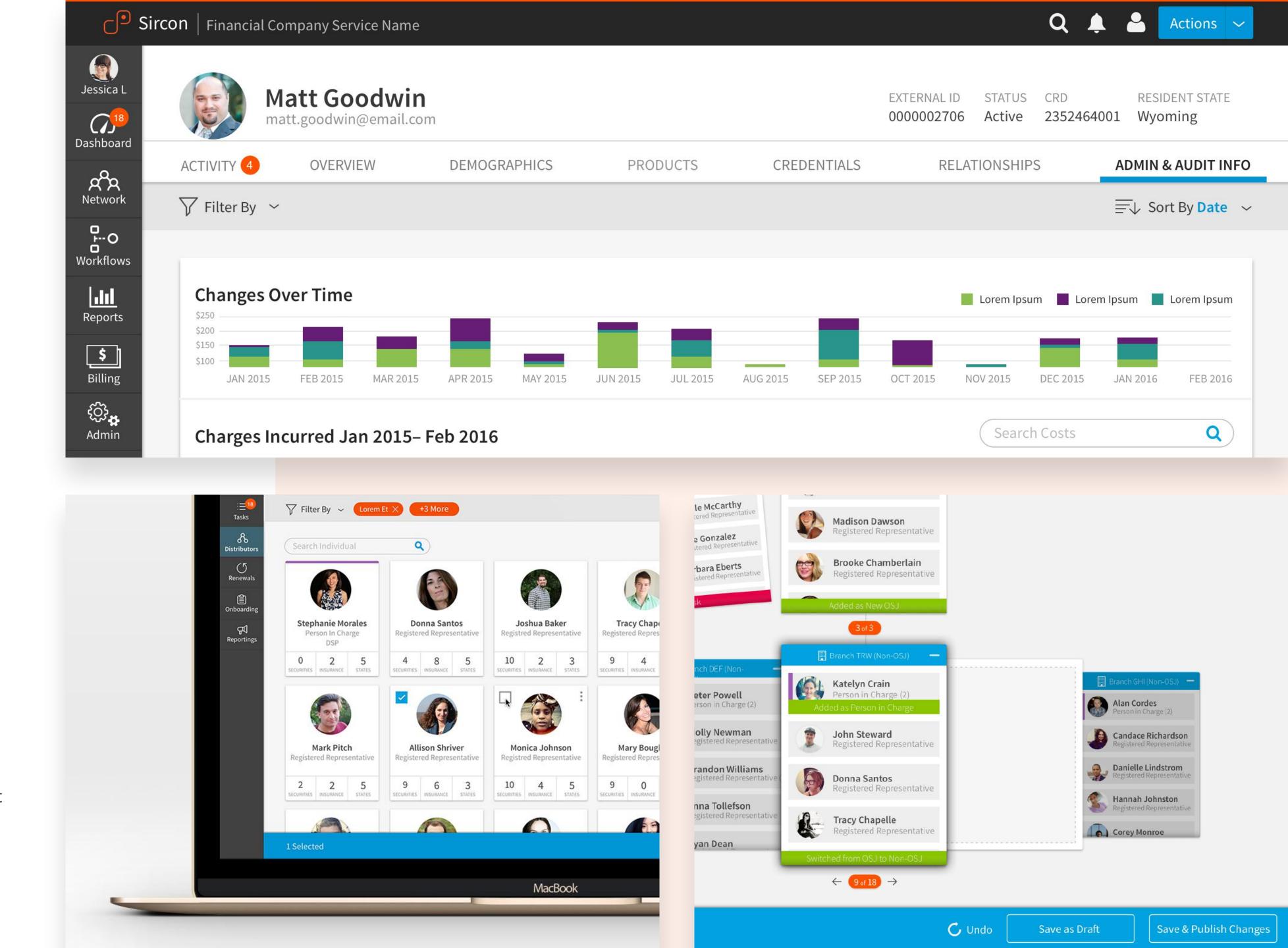
# Vertafore

POWERED BY TECHNOLOGY.
FOCUSED ON PEOPLE.

Redefining what's possible in the insurance industry through design and technology. Introducing new-to-the-industry innovations through a scalable, responsive, ground-up redesign.

Integrated with Vertafore's Scaled
Agile™ development programs, I
conceptualized, architected,
designed and prototyped an endto-end redesign and integration of
all of Vertafore's Sircon products.

Before this massive undertaking,
Vertafore's offerings were siloed, not
integrated, and falling behind.



# SPACED

A VISION OF THE FUTURE OF SPACE TOURISM, THIS ONE WAS JUST FOR FUN

2 weeks of high paced, intense UI design and animation in tandem with hundreds of the best designers in the world.

View the animated project here: youtu.be/9rnii3kW4tA

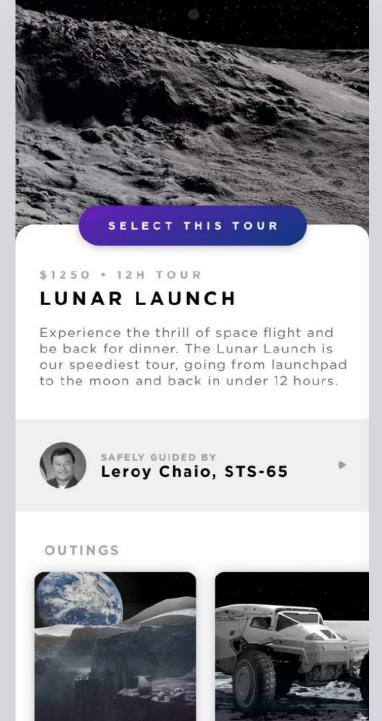
View my Dribbble submission here: dribbble.com/shots/4212525-**SPACED-Lunar-Launch-Details** 

View other SPACED submissions: https://dribbble.com/search? q=Spaced

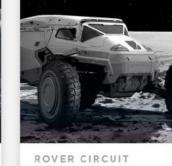




Explore the domes, cones, and volcanic









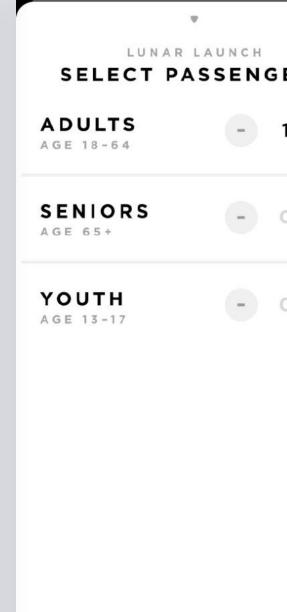




\$1250 • 12H TOUR

LUNAR LAUNCH









CONFIRM

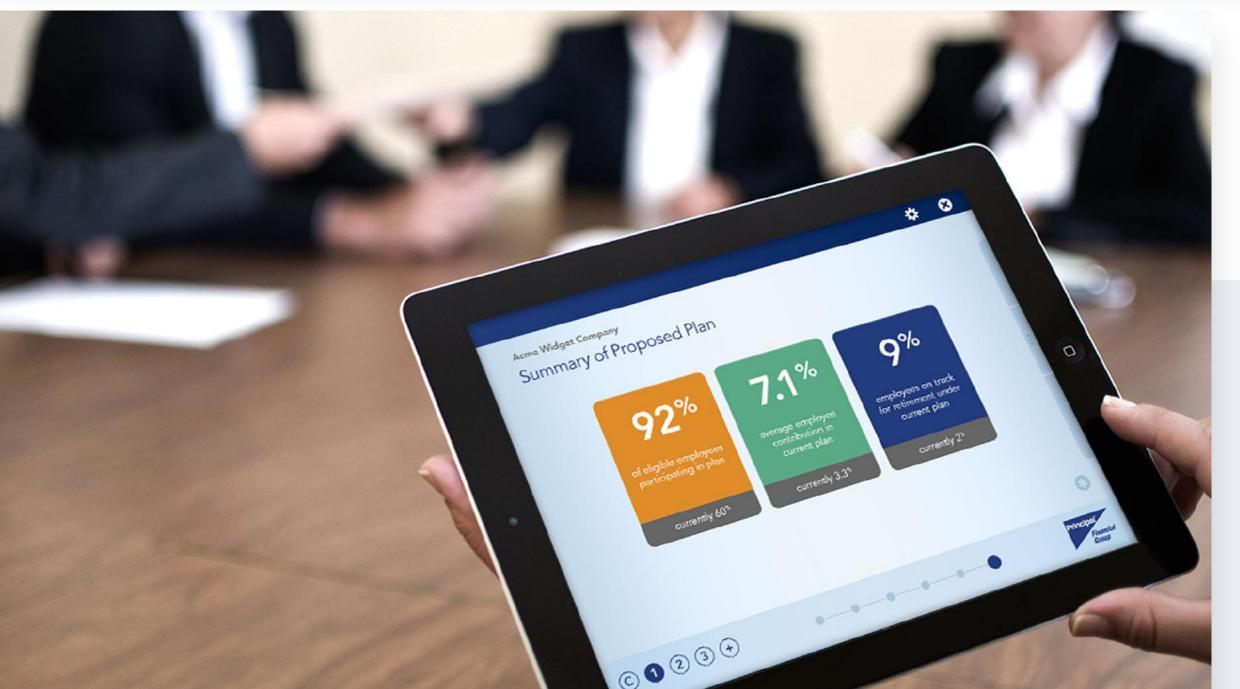
# Principal Financial

BREAKING THROUGH THE
COMPETITION WITH A USER
EXPERIENCE THAT CAN TRAVEL

Principal sought to explore opportunities to improve the overall experience and technology used daily by its sales representatives.

I focused on strategic support for the mobile application strategy, design, and development of their iOS and Android experiences across multiple devices.



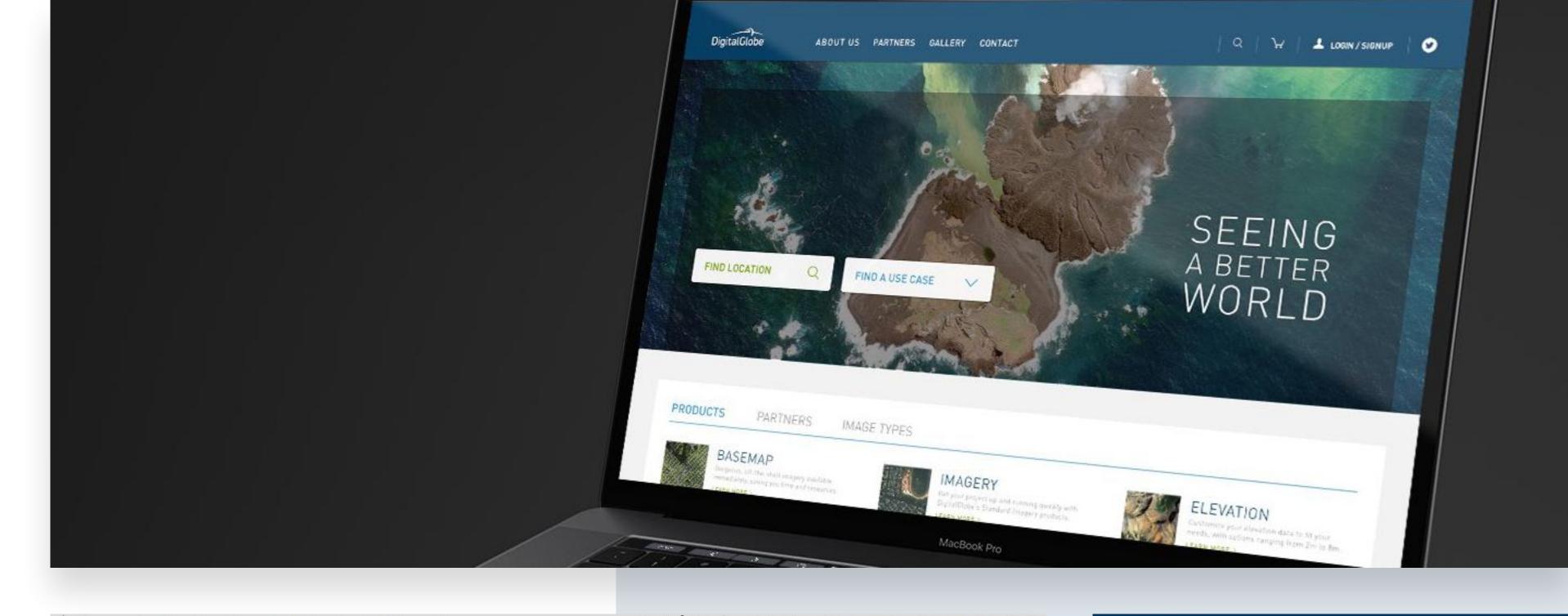




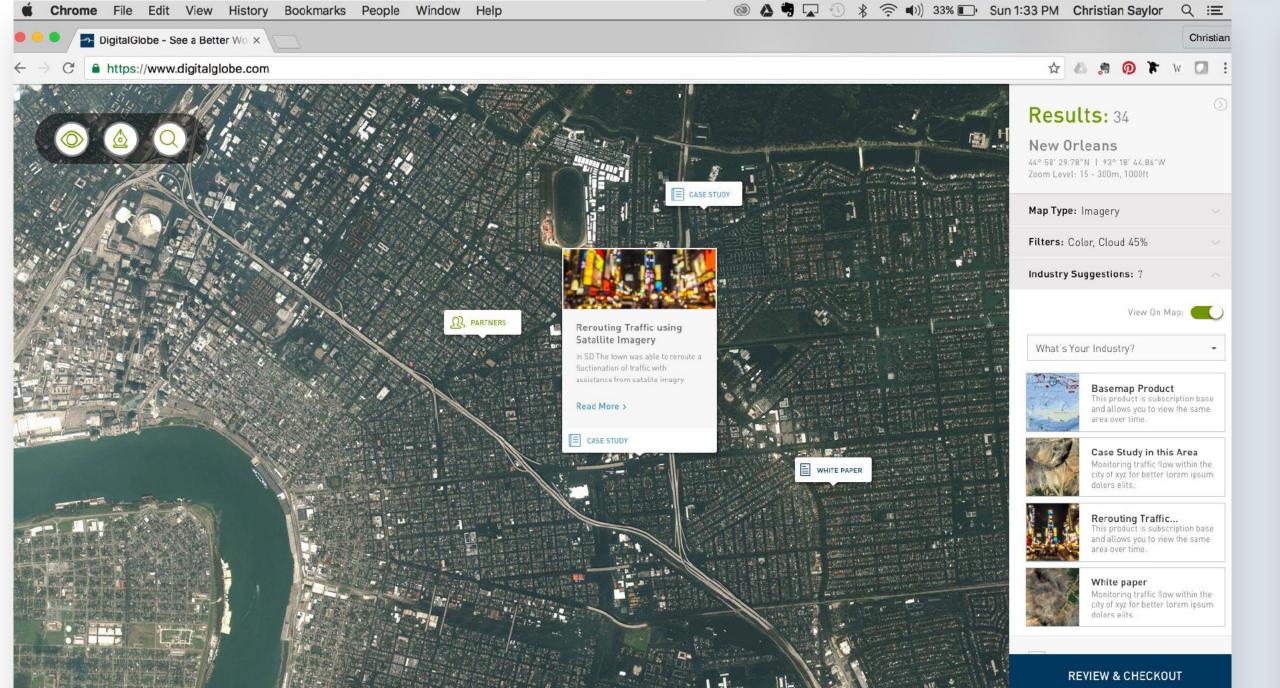
# Digital Globe

DESIGNING AND
DEVELOPING A BETTER
EXPERIENCE FOR MAPPING
OUR WORLD.

Strategy and design support in the creation of wireframes, design and a prototype utilized for stakeholder buy-in which ultimately became the seed in which Digital Globe would gain market share in their innovative, yet competitive space.



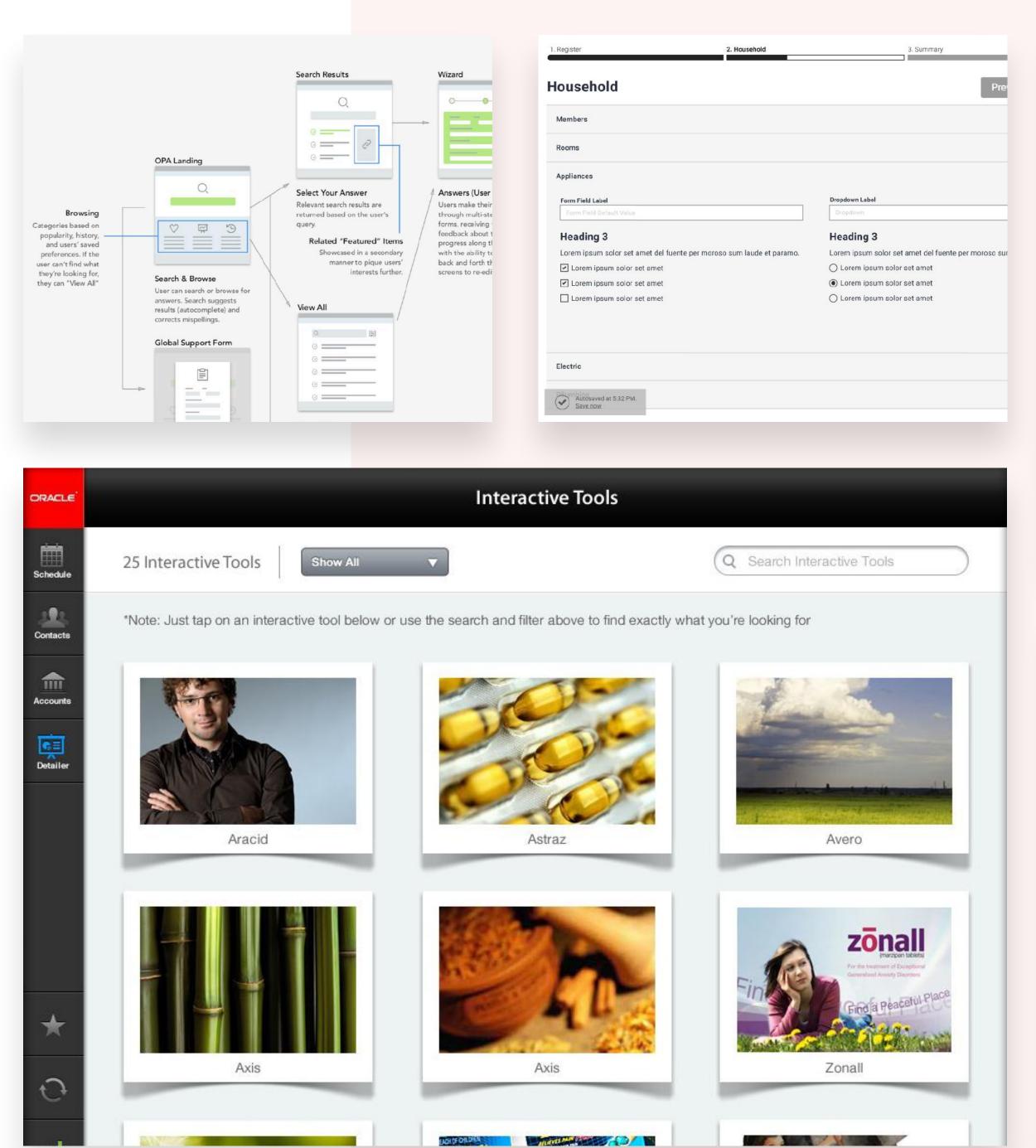
SEEING A BETTER WORLD

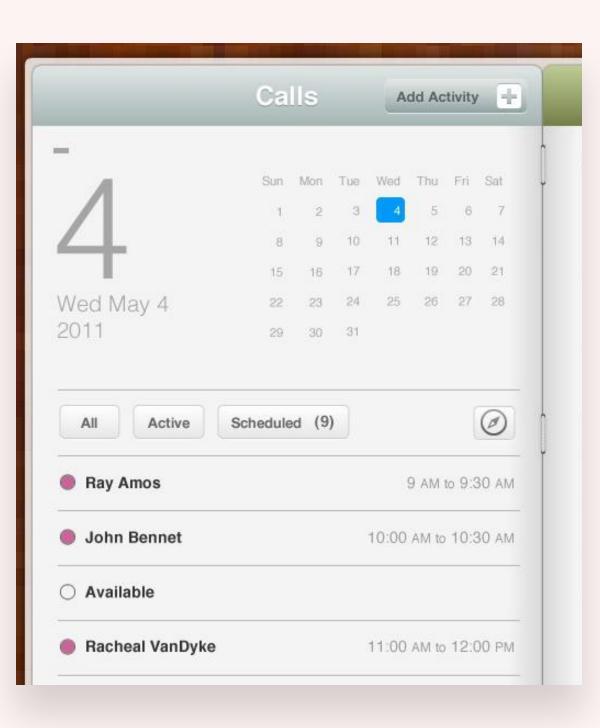


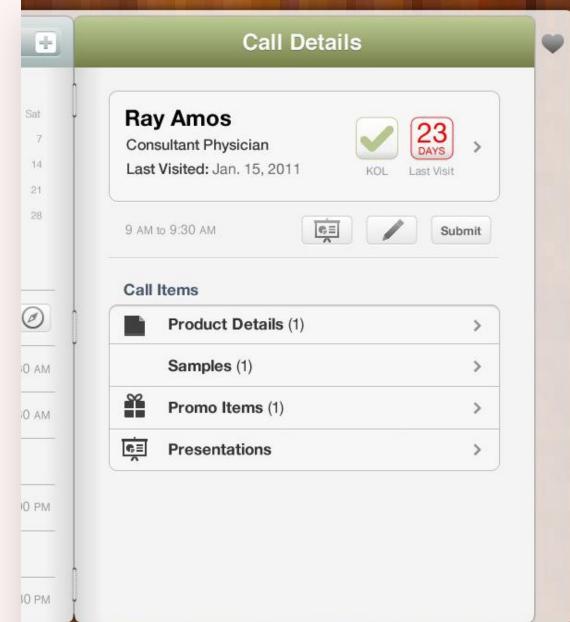
# Oracle

BECOMING AUTOMATED, WEB & MOBILE READY

Automating Oracle's powerful policy resources and making it available across browsers and devices through workflow mapping, sitemaps, wireframes, and responsive web and mobile device designs.



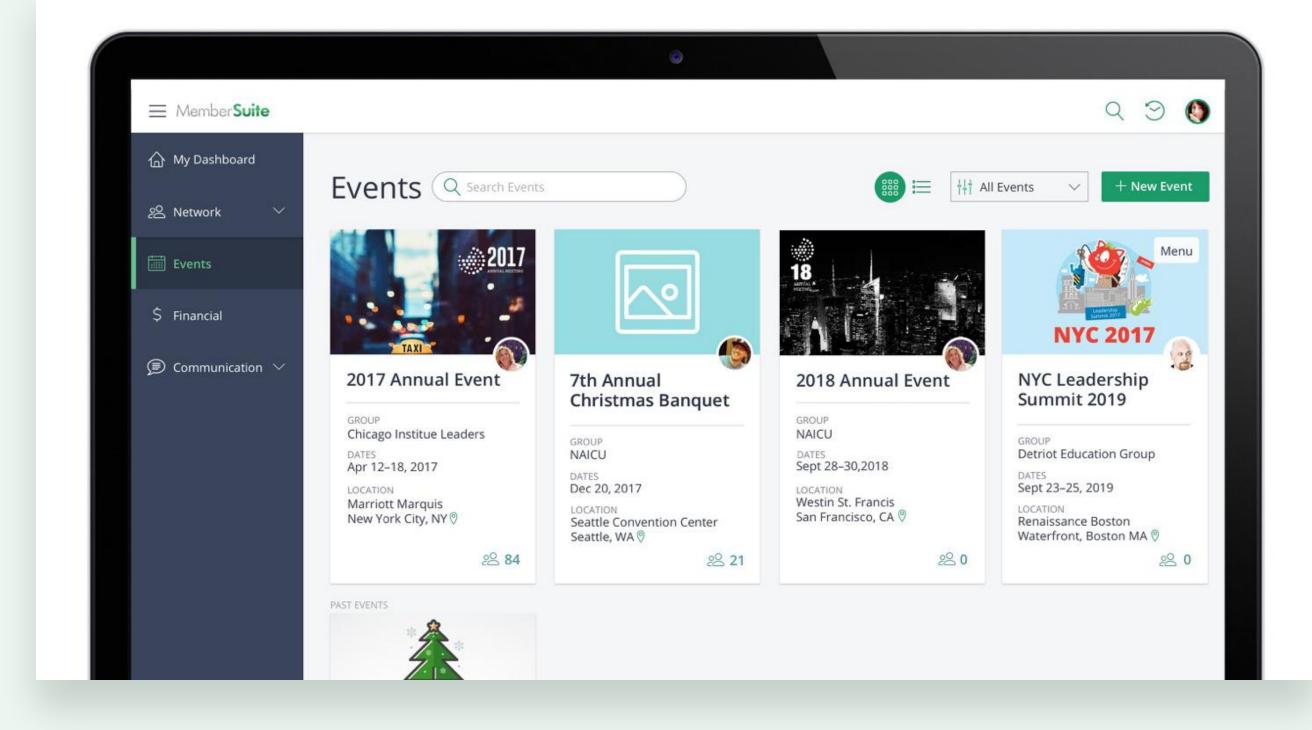


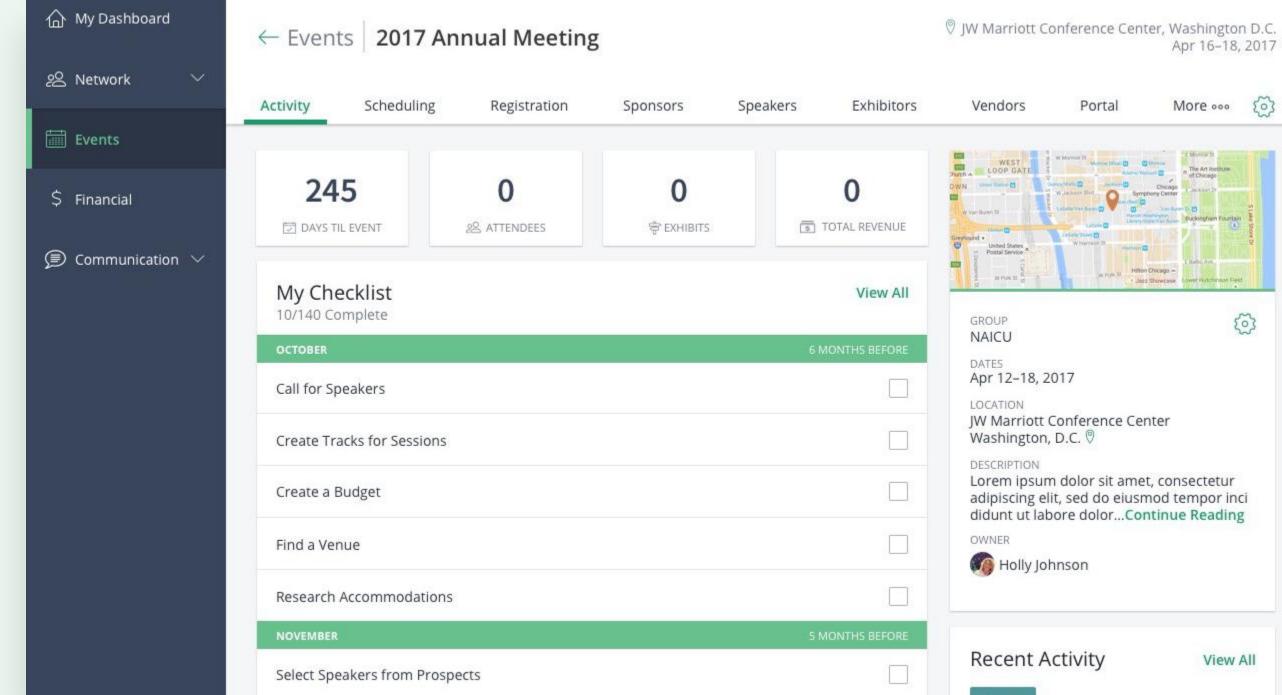


# Membersuite

REDESIGN AS A PATH TO BECOMING AN INDUSTRY LEADER.

Strategic support in the design of a disruptive product that increased revenue potential and provided breakthrough product offerings.







User Experience, Design & Product Strategy

joe.salowitz@frontedgedigital.com

Visit <u>frontedgedigital.com</u> for more

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Browse some design highlights on Dribbble

M Read my musings on Medium

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