

ISAAC KLEIN

DESIGN OPERATIONS AND PROGRAM MANAGEMENT

CONTACT

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PROFILE

Seasoned, results-driven **Design Operations Lead** with 15+ years of experience streamlining and optimizing design/product programs and processes. Experienced agile project leader, relentless process optimizer, creative thinker, and cross-functional relationship builder. Proven track record of scaling design systems, enhancing stakeholder collaboration with design, product and engineering teams, and improving operational efficiency.

SKILLS

- Program Leadership
- Project Management
- Process/Workflow Optimization
- Roadmap construction
- UX/UI Design Team Support
- Stakeholder & Resource Management
- Vendor and Tool Selection

EDUCATION

Ithaca College

2001-2004

BS in Business Communication

SOFTWARE

MS Office, Adobe CS, JIRA and Confluence, Asana, AirTable, Trello, Monday, Forecast, Figma, Sketch, WorkFront, Google Analytics, Salesforce

EXPERIENCE

Design Operations Lead

Chatham Financial - Kennet Square, PA | June 2022 – present

Building a design operations practice for a team of 15+ designers researchers and Design Systems experts [[Case Study](#)]

- Built and implemented a design operations program from scratch, which ultimately helped shepherd the development of a comprehensive SDLC framework for the entire tech org
- Replaced design system (Figma, Zeroheight) and research tools (Condens) that improved collaboration across the board
- Managed vendor relationships for design software and tools, negotiating contracts that resulted in a savings of \$10K+
- Helped lead cross-functional initiatives with the Product and Development Teams
- Implemented design best practices and agile ceremonies. Reducing WCPL backlog by ~60% (from 37 outstanding tickets down to 22) in 8 months
- Fostered a culture of collaboration by introducing and managing weekly/monthly touchpoints, increasing team morale and ensuring alignment with Chatham's goals as an organization

EXPERIENCE

Design Program Manager, GCS (UI/UX)

American Express, New York, NY | December 2021 – May 2022 [Remote/Consultant]

Oversee all UX activities for the @Work product within Global Commercial Services [Case Study](#)

- Manage, plan and track all UI/UX activities including UX research and Design Systems
- Update and manage software for the team (Sketch, Mural, AirTable)
- Build program (trust) with Product Team, act as primary liaison for all new projects
- Implementation of Agile Best Practices; single source project management system (AirTable), Daily Standups, Sprint Demos, increased Product Team touchpoints
- Developed a New Request/Intake process, and assisted Product Teams with defining scope
- New hire interviews and selection

Creative Digital Project Manager

Nagase America, Philadelphia, PA | June 2020 – December 2021 [Remote]

Responsible for the project/program management within the Creative and User Experience team as a part of the greater Global Marketing Group (GMG) for a traditional Japanese petrochemical corporation

- Manage, plan and track all UI/UX, Content and Marketing team(s) activities/deliverables related to launch of x3 separate global websites for Nagase America
- Assist the PMO with the creation and establishment of overall Program Governance, both internally and with regards to the 3rd Party/Agency partner(s)
- Development and execution of Digital Transformation initiatives, as well as establishing overall design/development best practices
- Ensure that all UI/UX dependencies that impact CRM, e-commerce and AEM development are documented and executed on time
- Resource planning and estimation, oversee Usability Testing, and UAT process
- Manage communication, and establish touchpoints with Sr. Leadership to ensure that the business needs/requirements are being addressed within specific projects, at the right time

Director of Project Management

Assemble – Philadelphia, PA | August 2019 – June 2020 [Hybrid]

Oversaw the operations of a small digital production studio (approx. 20 employees) with an inhouse, but offshore development team

- Manage, plan and coordinate all daily activities for all PM, development and UI/UX resources
- Scoped, planned/developed and executed digital engagements for clients across multiple industries (B2B and B2C), including, front and backend website development, application development, online banner display campaign, e-commerce and social media campaigns
- Primary liaison for 50% of the pharmaceutical and 100% of the retail/e-commerce clients
- Developed/implemented new SOW template and process
- Responded to all new business requests and put together advanced technical and pricing scopes
- Created company brands standards and rebuilt existing website
- Optimize and implement all production processes and software platforms

Sr. Digital Project Manager (Comcast)

Hero Digital – Philadelphia, PA | June 2019 – August 2019 [Onsite/Consultant]

Consulted as dedicated on-site client PM to help get a major overhaul to the Xfinity Prepaid App back on track.

[Case Study]

- Manage, plan and coordinate the daily activities for all design and development resources for the Xfinity Prepaid platform (App/Web)
- Implemented a phased, and a much-needed Agile approach to the SDLC, which resulted in the app moving from being 10 weeks behind schedule to being released on time
- Primary agency liaison between the Product Team and all cross-functional departments (Marketing, Testing/QA, Legal, Brand)
- Plan and execute long-term release schedule for replacement of all related API services and product backend architecture, as well as multiple quick-turn marketing updates and feature optimizations
- Manage communication, and establish touchpoints with Sr. Leadership to ensure that the business needs/requirements are being addressed within specific projects
- Optimize and improve all production processes and software platforms, manage 3rd party vendors

Sr. Digital Project Manager (Johnson & Johnson)

Lifescan - Malvern, PA | July 2017 – June 2019 [Hybrid/Consultant]

Consulted as dedicated on-site PM to manage a small team of UI/UX Designers, medical device experts, and researchers to help increase the efficiency of the design process for the OneTouch Reveal app.

- Lead a team of 5-7 designers/developers in an Agile SLDC within the Pharma/Medical Device space. Act as the champion for UI/UX, and ensure Brand guidelines/voice is maintained consistently throughout the various platforms/experiences
- Manage, plan and coordinate the daily activities for all design/copy resources, and development activities for the OneTouch Reveal suite of products (iOS/Android/Web)
- Help coordinate and architect all user studies (Human Factors, Substantive/Unit Testing)
- Primary liaison between the UI/UX/Dev and all cross-functional departments (Regulatory, Clinical, Commercial, Quality and Testing)
- Resource planning and estimation for up to 3-4 global projects/releases simultaneously
- Manage communication, and establish touchpoints with Sr. Leadership to ensure that the business needs/requirements are being addressed within specific projects, at the right time

Design Creative Agency Experience

- VP, Account Services - 20nine Design, Conshohocken, PA | June 2014 – July 2017
- Director of Digital Account Services – 1 Trick Pony, LLC, Hammonton NJ | March 2007 – April 2014
- Account Executive – The Goodway Group, Jenkintown, PA | June 2005 – March 2007

Spent over a decade working in the digital/creative space, creating award winning brands, collateral and digital products. More specific information is available on LinkedIn or by request.