

Leo Mikulich

UX Researcher / Designer

leo.mikulich@gmail.com
415-335-6931

<https://www.linkedin.com/in/leomikulich/>

SUMMARY

I am an emerging UX Researcher and Designer, retiring from 12 years of direct client services in the form of Customer Success, Project Management, and UX Consulting. I am seeking opportunities where I can be a fierce advocate for the user's experience in the digital product design process, in both the consumer and enterprise tool spaces. I am passionate about helping businesses achieve competitive advantage by driving excellent user and customer experiences with their digital products.

SKILLS

Sketch, InVision, POP App, Figma, Principle, Zeplin, Contentsquare, Clicktale, Microsoft Office, Microsoft PowerApps, Confirmit, UserTesting, Google Analytics, Adobe Analytics, Optimizely

EXPERIENCE

Senior Customer Success Manager | LinkedIn

JUNE 2018 - AUGUST 2020 | CHICAGO, IL

- Created and executed all learning and success initiatives for users/admins on LinkedIn Talent Solutions products.
- Acted as a trusted advisor to clients while challenging them to use our products creatively.
- Monitored customer health metrics to identify and mitigate risks.
- Partnered with Sales in securing contract renewals.
- Served on a side project team that worked cross-functionally with our Product team on new product launches.

Customer Experience Consultant | Contentsquare

SEPT 2016 - JUNE 2018 | SAN FRANCISCO, CA | TEL AVIV, ISRAEL

- Analyzed the Digital Web Experiences of a portfolio of Fortune 500 Companies.
- Consulted clients on customer behavior, improving conversion rates and heuristics.
- Partnered with clients' web optimization, digital marketing, and UX Design teams to achieve better business outcomes.
- Evangelized the value of Customer Experience as part of the clients' broader go-to-market strategy.

Senior Program Manager | Confirmit

MAY 2014 - AUGUST 2016 | SAN FRANCISCO, CA | OSLO, NORWAY

- Planned and executed all aspects of strategically-related project portfolios.
- Authored SOWs and Technical Requirements documents.
- Consulted clients on large analytical solutions from conception to completion.

Senior Project Manager | Dynata

AUGUST 2008 - MAY 2014 | SAN FRANCISCO, CA

- Managed global Market Research studies for our Key Accounts.
- Performed all aspects of data collection and online reporting for web-based surveys.
- Aligned all global stakeholders in projects internally & externally.

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

Cornell University | Certificate in Leadership Essentials

San Francisco State University | Bachelors in Business Management