Steven M. Cox

Product Design Leader

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Portfolio Link: https://www.thestevencox.com

Technical Skills

Design and Prototyping
Figma, Miro, Adobe Creative Cloud, Zeplin, Sketch

Product Management Tools
Jira, Trello, Azure DevOps, Pivotal Tracker, Confluence

Analytics
Google Analytics, Tableau, Medallia

Programming Languages
C++, Python, React, Java, C#

Additional Expertise
Design Systems, Agile Workflows, Scrum, User Research, Usability Testing, Accessibility Standards

Experience

The Home Depot
Product Design Lead
Remote
07/2022 - Present

- Spearheaded service delivery design system for IT portfolio, standardizing UI components across applications.
- Designed end-to-end prototypes for IT self-service, automation, and reporting processes.
- Reduced helpdesk call volume by delivering a guided multifactor authentication request experience.
- Migrated tech support app to responsive mobile design, enabling field IT to resolve outages via iPhone.
- Streamlined support ticket intake, reducing ticket volume and improving resolution time.

First Advantage
Senior Product Designer
Remote
12/2020 - 06/2022

- Winner of 2021 Brandon Hall 'Excellence in Technology' award for impactful design contributions.
- Developed enterprise and consumer workflows for background check products, from requirements to launch.
- Led creation of company's first Figma-based design system for enterprise and consumer variants.
- Redesigned flagship contractor product UI, managing wireframes to customer onboarding.
- Mentored UX designers and guided Agile UX improvements using user research data.

Cisco
Product Designer
Remote
06/2020 - 11/2020

- Built interactive product demos for 11 industries (e.g., Retail, Education, Smart Buildings, AI) using Sketch, InVision, and Adobe CC.
- Facilitated cross-functional meetings to align demo requirements with business goals.

Volvo Group
Product Design Technologist
Greensboro, NC
06/2019 - 08/2019

- Coded QT C++ framework for vehicle gauges (tachometer, fuel, navigation) and delivered vector graphics for driving displays.
- Collaborated with stakeholders to refine prototypes based on user research and requirements.

Sports Endeavors (SOCCER.com)
Lead Product Designer and Scrum Master
Hillsborough, NC
06/2018 - 06/2019

- Designed responsive B2C/B2B flows for e-commerce platforms using Sketch and InVision.
- Served as Scrum Master, managing user stories and dev tickets in Jira for Agile web development.
- Conducted user testing to validate prototypes and improve customer experience.

The Home Depot

Atlanta, GA
01/2018 - 06/2018

Senior UX Designer, Automation & Integration

- Designed complex UX workflows for self-service and automation using Sketch, Adobe XD, and InVision.
- Contributed to Agile teams with 2-week sprints, tracking user stories in Pivotal Tracker.
- Standardized UX/UI across multiple scrum teams for departmental consistency.

Freelance

Atlanta, GA
09/2016 - 12/2017

Freelance UX Designer

- Delivered innovative product and marketing designs for clients in fashion, supply chain, and automotive industries.
- Collaborated with clients to define design vision, scope, and timelines for successful deliverables.

Core Security

Atlanta, GA
12/2015 - 09/2016

Design Project Manager

- Led design for software products and managed Agile team to deliver a new corporate website.
- Unified branding across acquisitions and delivered marketing assets under budget.

Aderant

Atlanta, GA
05/2014 - 12/2015

Graphic Designer

- Designed web and graphic assets for legal industry clients, including email campaigns, videos, and infographics.
- Delivered executive presentations, landing pages, and software datasheets with industry research.

Clemson University

Clemson, SC
12/2013 - 02/2014

Web Designer and Admin for Development

- Designed alumni giving portal, contributing to $1B+ in private and corporate gifts.
- Managed marketing initiatives, eNewsletters, and digital assets for university departments.

Education

Clemson University

Bachelor of Science (B.S.) in Graphic Communications, Minor in Business Administration

01/2009 - 12/2013