

Pavel Bukengolts

Strategic Experience Design Leader | Accessible Innovation

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 pavel@ux.business

 pavel.ux.business

UX leader with 25+ years of experience crafting user-centric products through design thinking, data-driven approaches, and emerging technologies. Proven ability to lead and optimize design processes, fostering innovation and accessibility while driving business results. Passionate about thought leadership and mentoring the next generation of UX professionals.

Strategic Design Leadership: Leveraging 15+ years of experience leading high-performing design teams to deliver impactful solutions that drive user adoption and business growth.

Design Thinking: Fostering a collaborative environment that prioritizes design thinking to drive innovation and solve complex user problems.

Process Optimization: Optimizing design processes, focusing on incremental improvements to enhance delivery quality, efficiency, team collaboration, and standardize successful practices.

Data-Driven Design: Leveraging evidence-based design methodologies to create user-centric solutions that achieve business objectives.

Mentorship & Team Development: Cultivating the next generation of UX leaders through mentorship, fostering a collaborative environment that unlocks innovation and team growth.

Experience

Manager, UX Strategy & Delivery

01.2022 – 04.2024

Abbott

Remote

- Streamlined delivery of 40+ multilingual multi-brand digital products by implementing standardized processes, reducing delivery costs and boosting efficiency.
- Developed, maintained and championed the global Design System, fostering consistency and collaboration across design teams.
- Established and governed the Accessibility Program, collaborating with cross-functional teams, ensuring adherence to accessibility standards and guidelines, by integrating accessibility initiatives into product lifecycle, resulting in reduced delivery timelines and a more inclusive user experience.
- Implemented design thinking and innovative strategies to drive digital transformation and streamline business processes
- Enhanced design quality and efficiency through the leadership of best user-centric design practices, conducting design reviews, and ensuring timely delivery across multiple teams and projects from concept to completion.
- Mentored team members, fostering a culture of innovation and continuous skill enhancement.
- Built strong relationships with external design vendors, securing high-quality deliverables.

2VP, User Experience and Web Management

01.2020 – 11.2021

Protective Life

Remote

- Led UX transformation, implementing evidence-based design, user research, and innovation initiatives.
- Managed UX design deliverables to ensure exceptional user experience and alignment with business objectives.
- Established design system and governance processes, ensuring brand consistency, efficiency, and standards adherence across the company's digital ecosystem.
- Oversaw UX team performance, setting and monitoring delivery KPIs to foster accountability, efficiency, and high standards.
- Championed design thinking, fostering innovation and collaboration throughout the organization.
- Developed strong stakeholder relationships to drive project success.
- Cultivated a collaborative UX team environment through training, mentorship, and process improvement initiatives.

Education

Computer and Digital Communication Science, MS

Belarus State University of Informatics and Electronics
(Belaruski Dzjaržauny Universitet Informatyki i Radyoelektroniki)
1993

Graphic Design, BA

School of Visual Arts
1990

Adjunct Professor, UX and UI Design

01.2019 – present

Nossi College of Art

Nashville, TN

- Developed and implemented curriculum for UX and UI Design courses, emphasizing practical application, industry insights, and results-driven learning.
- Introduced interactive teaching methods enhancing critical thinking and fostering dynamic learning environments with tools like Miro and Figma.
- Integrated ethical considerations for AI use into the UX curriculum, reflecting industry trends.
- Mentored students, building their design skills and confidence through interactive lectures, guidance and workshops.
- Conducted research and collaborated with industry partners to refine educational offerings and integrate emerging UX trends

Strategy

Product design leadership
User-Centered Design (UCD)
Design Thinking
User Research
Information Architecture (IA)
User Experience (UX) Strategy
Customer Journey Mapping
Design Operations
Accessibility
Emerging Technologies
Business Acumen

Design and Delivery

Wireframing & Prototyping
User Interface (UI) Design
Qualitative and Quantitative Research Methodologies
Usability Testing & Iteration
Design Systems
Agile Methodology
Project Management
Change Management
Stakeholder Management
Cross-functional Collaboration
Design Sprints
Design Handoff & Development

Tools

Figma
Sketch
Miro
UserTesting
Optimal Workshop
Analytics tools
Jira
Confluence
Accessibility Testing Tools

Director, User Experience

10.2017 – 01.2020

DePalma Studios

Nashville, TN

- Supported expansion of client base from 4 to over 40 within the first year, which resulted in rapid growth and leading in-house, remote & freelance UX teams.
- Championed design thinking & user-centricity, delivering innovative, cutting-edge products
- Established efficient and scalable business and production processes, for efficient project delivery.
- Oversaw design work, maintaining exceptional design standards. Managed design projects from concept to completion, setting design direction & guidelines.
- Implemented collaborative design processes, fostering innovation and aligning creative approaches across multiple teams.
- Developed design systems and governance processes for consistency and efficiency, ensuring high-quality user experiences and the longevity of the products.
- Mentored UX teams, building talent & fostering a culture of continuous improvement.

Senior HCI Engineer (Senior UX Designer)

04.2013 – 08.2017

Sitecore Inc. – Platform Innovation and Engineering

Remote

- Re-imagined and optimized user experience for the platform, employing user research and design thinking to drive user satisfaction, efficiency, and innovation
- Led design of innovative applications, integrating cutting-edge technologies and design thinking principles to empower users with data-driven actionable insights
- Strategized and conducted comprehensive user research initiatives, informing product design and development and enhancing user satisfaction.
- Leveraged design thinking to deliver user-centric solutions for complex technical challenges.
- Collaborated with cross-functional teams to integrate a user-centric approach, fostering a culture of collaboration and continuous improvement.

Adjunct Professor, Web & Interactive Design

04.2008 – 12.2018

Art Institute of Tennessee – Nashville

Nashville, TN

Consulting Information Architect/UX Designer

04.2012 – 03.2013

Consultant at HealthTrust Purchasing Group

Nashville, TN

Senior Information Architect, Interaction Designer

11.2011 – 04.2012

Consultant at United Airlines

Chicago, IL

Senior UX/UI Designer

11.2008 – 08.2011

Edgenet Inc.

Nashville, TN

Sr. UX/Web Designer

09.1999 – 11.2008

The Gannett (The Tennessean)

Nashville, TN

Art Director

01.1997 – 08.1998

NIKTAGRAPHS Publishing House

Minsk, Belarus

Art Director

04.1992 – 12.1996

MAGIC Publishing House

Minsk, Belarus

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