



Pavel Bukengolts

Strategic UX Leader | Accessible Innovation | Driving Growth

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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

Design Operations:

- Boosted digital product delivery time by introducing standardized processes and streamlined operations. For example, streamlined delivery of more than 40 multilingual and multibrand sites within record time and reduced budget.
- Elevated design quality and efficiency by leading best UX practices, conducting design reviews, and ensuring on-time, on-budget delivery across multiple design teams.
- Championed the development and governance of the global Design System, fostering consistency and collaboration.
- Secured high-quality deliverables by building and maintaining strong relationships with external design vendors.

Accessibility:

- Spearheaded Accessibility Program governance, ensuring compliance with accessibility standards and guidelines.
- Integrated accessibility earlier in the project development cycle, resulting in a more inclusive user experience.
- Collaborated with cross-functional teams (Procurement, Legal, Regulatory, Delivery) to champion accessibility initiatives throughout the organization.

Design Thinking, Innovation, Emerging Technologies:

- Drove digital transformation by implementing innovative strategies and design thinking to streamline business processes.
- Empowered UX team members through mentorship, enhancing their skills and knowledge to drive innovation.

2VP, User Experience and Web Management

01.2020 – 11.2021

Protective Life

Remote

- Managed UX design deliverables to ensure a great user experience and Business owners' expectations
- Led the delivery of UX projects, as well as conceived and conducted User research and Stakeholder workshops
- Supported and managed Design Systems for the company's brands
- Led UX transformation and implementation of UX processes including evidence-based design, innovation, UX research, Visual QA etc
- Oversaw the design work being produced by the UX team, maintaining consistently high standards for UX
- Defined and set up delivery and performance KPIs for the teams
- Defined and implemented new team integration and collaboration processes
- Established governance process to support UX and online ecosystem, maintain consistency and uphold standards
- Identified projects risks and developed mitigation strategies
- Advocated for Design Thinking across the organization
- Worked across teams to create relationships with stakeholders
- Established team development, including team training and mentorship
- Created collaborative culture

Adjunct Professor, UX and UI Design

01.2019 – present

Nossi College of Art

Nashville, TN

The course of lectures and labs: «UX Design» and «UI Design»

Education

Computer and Digital Communication Science, MS

Belarus State University of Informatics and Electronics


(Belaruski Džaržauny Universitet Informatyki i Radyoelektroniki)

1993

Graphic Design, BA

School of Visual Arts

1990

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Strategy

Product design leadership
 User-Centered Design (UCD)
 Design Thinking
 User Research
 Information Architecture (IA)
 User Experience (UX) Strategy
 Customer Journey Mapping
 DesignOps
 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

DePalma Studios

10.2017 – 01.2020

Nashville, TN

LEADERSHIP:

- Led in-house and remote teams
- Introduced, built and supported design studio collaborative culture
- Mentored, developed and led UX teams: in-house, remote, and freelancer
- Implemented the process for design teams: aligned creative methods across teams introducing user-centric, lean and collaborative methods.
- Talent recruiting, selection and retention
- Encouraged and supported intelligent innovation
- Led regular design sessions with the teams
- Oversaw the design work being produced by the UX team, maintaining consistently high standards for UX and visual design
- Increased customer satisfaction, success, retention, and loyalty
- Established business and production process

DESIGN:

- Managed design projects from concept to completion
- Created guidelines, conducted and analyzed results of UX testing
- Set and communicated the creative direction of the projects to the teams and customers
- Created wireframes, prototypes, visual designs, and proof of concepts for web and mobile applications
- Planned, conducted and analyzed usability testing and workshops
- Estimated and budgeted design projects

Adjunct Professor, Web & Interactive Design

Art Institute of Tennessee – Nashville

04.2008 – 12.2018

Nashville, TN

Senior HCI Engineer (Senior UX Designer)

Sitecore Inc. – Platform Innovation and Engineering

04.2013 – 08.2017

Remote

Consulting Information Architect/UX Designer

Consultant at HealthTrust Purchasing Group

04.2012 – 03.2013

Nashville, TN

Senior Information Architect, Interaction Designer

Consultant at United Airlines

11.2011 – 04.2012

Chicago, IL

Senior UX/UI Designer

Edgenet Inc.

11.2008 – 08.2011

Nashville, TN

Online Tech. Prod. Coordinator II (Sr. UX/Web Designer)

09.1999 – 11.2008

The Gannett (The Tennessean)

Nashville, TN

Art Director

NIKTAGRAPHS Publishing House

01.1997 – 08.1998

Minsk, Belarus

Art Director

MAGIC Publishing House

04.1992 – 12.1996

Minsk, Belarus