STEVE ARRINGTON

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SUMMARY

I'm a hands-on product design leader who builds high-craft teams and delivers cross-platform ecosystems and AI-enhanced experiences used by millions daily. With 20+ years partnering closely with Product and Engineering, I've designed complex SaaS platforms in regulated, data-intensive domains. I help teams align, mature, and scale to drive measurable business and human outcomes.

EXPERIENCE

Director of Product Design | Brivo   2022 - 2025

- Led cross-portfolio vision creation for hardware and SaaS products, guiding the sunsetting of two legacy systems and launch of several AI-driven features.
- Built and led a design team of 8, increasing design maturity from **level 1 to 4**. The operational playbooks I developed were adopted across the organization.
- Transformed product planning using data-driven decision-making and user research including service design and blueprints, contributing to **~20% YoY corporate growth**. Built trust with Engineering and Product management by establishing routine, collaborative engagements.
- Led redesign of entire hardware suite, elevating our brand and introducing new features like facial recognition, **winning a "Good Design" award**.
- Fostered learning culture with structured team development programs, critique and review practices, and skill-building initiatives, with team regularly ranking in **top 10%** on Uxcel.
- Led the vision and roadmap for the company's first shared platform design system. Achieved **>90% adoption** across multiple product lines and **reduced development time by ~50%**.
- Introduced accessibility and inclusive design practices as platform requirements, eliminating **1,600+ issues in one quarter** and achieving WCAG AA.
- Upheld a high bar for experience quality through design critique, reviews, and hands-on coaching across platform and product teams. Managed research/testing, design, and content.

Principal Product Designer | Cvent   2018 - 2022

- Established and governed design standards for the 50+ person UX organization.
- Led design of interactive website and email authoring systems - reusable patterns and elements used cross-platform.
- Built enterprise-wide design system and platforms with hundreds of functioning components, plus patterns and guidelines. These systems accelerated product deployment, driving **over $100M in sales within 12 months**.
- Contributed to initiatives to improve design team skills in analytics, design for accessibility, and soft skills like giving feedback, communication skills, and skill assessments.
- Partnered closely with Product, Engineering, and Research leaders to align design system adoption across entire multi-product SaaS portfolio.

Principal User Experience Engineer | CACI   **2017 - 2018**

- Led UX design for DARPA analytics projects, visualizing AI-interpreted data.
- Applied design workflow and project management discipline to projects, moving focus from tactical to strategic.

Senior Mentor, Design Immersion Course | CareerFoundry (Part time)   **2017 - Today**

- Mentored hundreds of designers through an intensive 10-month UX design program, achieving a 4.97 student rating with over 350 reviews.
- Evaluated and refined thousands of student portfolios. Many mentees now lead teams at companies including Nestle, GoodRX, Bestbuy, Meta, IBM, and Cubic

Principal, User Experience Design | Airlines Reporting Corporation   **2006 - 2017**

- Directed 0-1 design strategy and launch for over **11 financial and data products**, including a sales settlement platform processing **$99B+** in annual flight ticket sales.
- Pioneered and institutionalized user-centered design (UCD), including the use of standard enterprise-wide styles and interactions. Increasing collaboration and design standards significantly reduced time spent on defects.
- Led design of Better My Trip - a white-label travel agency app for booking ancillary products.
- Led the design then optimization of arcmarketplace.com - a travel destination search and booking site - reducing overall bounce rates **10-12%.**

SKILLS

Leadership

Design team building & norming • IC mentorship & development • Stakeholder management • Culture building • Platform & system design • Design system governance • DesignOps & organizational maturity • Outcome-based design

Product & Service Design

Interaction design & prototyping • Multi-surface design (web, mobile, hardware) Accessibility & inclusive design • Designing for regulated environments • User research & testing • Journey mapping, service blueprints, wireframes, prototypes • Designing for AI • Design system management • Figma

EDUCATION

- **UI Design** | Career Foundry
- **Visual Design** | General Assembly
- **Graduate Certificate, Information Design** | University of Baltimore
- **M.Ed. Educational Technology** | George Mason University
- **BA Spanish** | Brigham Young University
- **AA Psychology |** Brigham Young University