

# DAVID COX

Product Designer

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## Skills

Agile · CSS · Data integrity · Data Quality · Figma · Html · Javascript · Jira · Microsoft Office · Microsoft teams · Photoshop · Product Roadmap · Python · Salesforce · Slack · Statistics · User research · Ux research · Visual Studio · Visual studio code

## Experience

Texas Department of State Health Services Austin, TX  
Product Designer 03/2022

- Revitalized product backlog by pivoting from outdated vision, archived over \$1.2m development efforts, improving the roadmap to meet customer needs better
- Led a significant transformation of the vaccine reporting and ordering journey, rebuilding the journey following user experience fundamentals and interface best practices, substantially improving user data integrity and usability
- Cultivated an environment of research habits leading to informed decisions and an uptick in product development success
- Improved employee retention by prioritizing individuals' needs and ambitions, fostering an empowering workplace. This strategy has successfully nurtured a stable and experienced workforce

United States Air Force Colorado Spring, CO  
IT Operations Manager 08/2017 - 09/2021

- Facilitated weekly departmental workshops to enhance proficiency in industry design standards and identify current process gaps, leading to significant improvements in system interoperability and streamlined operations
- Enabled remote work capability of the global operations center by implementing a virtual desktop interface network, improving the productivity of 100+ personnel during the COVID-19 pandemic
- Rendered exceptional services that improved resilience and efficiency, eliminated duplicate procedures, and streamlined crisis management processes for high-threat scenarios

United States Air Force Sumter, SC  
Data Quality Analyst 05/2012 - 08/2017

- Implemented updated policies and procedures to automate the new employee account creation process, minimizing onboarding time by one week for recruits
- Introduced a new mentoring program that mitigated training budgets and improved staff retention and technical skills

## Education

University of Michigan Ann Arbor, MI  
M.S. in Information, UX Research and Design 05/2025 - 05/2025

- Expected | Ann Arbor, MI
- Coursework: UX Research, Needs Assessment/Usability Evaluation, Contextual Inquiry, Data
- Oriented Programming (Python); Web Design, Interaction Design, Human Behavior, Graphic

Embry-Riddle Aeronautical University | B.S. in Aeronautical Science Ann Arbor, MI  
B.S. in Aeronautical Science 08/2017 - 05/2021

- Marketing, Sociology, Organizational Behavior, Applied Calculus for Aviation, Business
- Statistics, Explorations in Physics, Operations Management, Weather Dynamics

## Find me online



LinkedIn

[www.linkedin.com/in/davidcox2514](https://www.linkedin.com/in/davidcox2514)