MIKE TANG

(909) 734-2558 | hello@miketangdesign.com | LinkedIn | miketangdesign.com

SUMMARY OF EXPERIENCE

Accomplished Product and UX Designer with experience in enterprise AI, mainframe infrastructure, and B2B marketplace platforms at IBM and NHN Global. Makes mission-critical AI and infrastructure systems usable, turning hardware allocation, service dependencies, and approval controls into workflows administrators trust. Uses AI-assisted prototyping to take ideas from concept to user-tested experience at speed.

SKILLS

Enterprise UX Design, AI and ML Product Design, Infrastructure Management UX, Complex Workflow Design, Approval and Governance Workflows, Interaction Design, Information Architecture, Usability Testing, User Research, High-Fidelity Prototyping, AI-Assisted Prototyping, UX Specifications and Developer Handoff, Emerging Technologies

PROFESSIONAL EXPERIENCE

IBM — Anaheim, CA
UX Designer — June 2019 – Oct. 2026

- **Enterprise AI Platform:** Led UX as primary designer for Service Hosts and Services in Machine Learning for IBM z/OS 3.2, delivering a host-first experience within six months and a unified three-step flow for Trust AI, ONNX, and PCIe accelerators across single- and multi-host configurations
- **Rapid Iteration:** Built and maintained functional HTML prototypes by defining interaction requirements, directing IBM Bob and Microsoft Copilot to generate code, then testing and refining behavior, producing interactive experiences for user testing and engineering review faster than hand-coding allowed
- **Access Governance:** Established Dual Control requester and approver workflows across both HMC and MLz, requiring a second authorization before sensitive administrative actions could run on mission-critical systems
- **Service Reliability:** Defined a seven-state service status model with engineering and content design, and introduced dependency safeguards that blocked deletion of hosts and services tied to active deployments, giving administrators clear direction on degraded or failed AI services while protecting live workloads
- **Initial Setup Overhaul:** Restructured the MLz Configuration Tool across both Core and Enterprise editions, replacing two disconnected AI service sections with unified host and service steps and moving from proposal to a testing-environment release in three months
- **Operator Dashboard:** Shaped the original concept for the IBM Hardware Management Console Dashboard, converting a static Welcome page into a task-oriented starting point with direct access to system health, hardware messages, and frequent tasks; conceived the What's New widget and Workspace Tour to surface new capabilities without blocking existing users' work
- **Information Density:** Owned the Hardware Messages widget end to end, evaluating four layout approaches before landing on progressive disclosure, and specified permission, empty, error, and destructive-action states for engineering
- **Cross-Team Collaboration:** Partnered with the design lead on AI Control Interface to map end-to-end flows for complex AI capabilities, and unified a five-person design and research team's work into one prototype for sponsor-user testing, paired with a Fitts's law analysis used to evaluate interaction difficulty

NHN GLOBAL | FASHIONGO — Los Angeles, CA
UX/UI Designer — Sept. 2017 – April 2019

- **Saved Product Experience:** Relaunched Favorites in the primary navigation of a B2B wholesale marketplace spanning hundreds of vendors and thousands of styles, shipping alongside the new homepage
- **Usability Testing:** Conducted two rounds of usability testing with 18 participants, including six FashionGo buyers at MAGIC in Las Vegas, where the revised Favorites experience achieved a 75.5% average task-success rate across six tasks
- **Evidence-Based Redesign:** Reworked the default view, list creation, and item controls after usability testing found that 60% of participants questioned the default destination and over 40% missed the Browsing History label

- Issue Reporting Consolidation: Replaced a manual relay through Vendor Relations with a connected ticketing system across two admin platforms, letting vendors file and track problems while internal teams triaged and updated status directly

UX Intern May 2017 – Sept. 2017

- Market Insights: Evaluated competitor marketplaces and analyzed buyer surveys, building a feature matrix that surfaced new opportunities across the shopping experience
- Early-Stage Wireframing: Drafted sitemaps, flows, and UI concepts for marketplace features and the Vendor Admin and WebAdmin tools, validating direction with stakeholders in weekly reviews

EUROFINS EATON ANALYTICAL Monrovia, CA

Laboratory Scientist Sept. 2012 – May 2017

- Regulatory Testing: Conducted drinking water analyses under EPA-approved and Standard Method procedures, maintaining instruments, quality controls, and documentation to meet regulatory and client requirements
- Process Improvement and Training: Improved laboratory workflows and trained personnel on procedures, documentation, and instrument operation

Laboratory Support Sept. 2010 – Sept. 2012

- Bench Support: Assisted senior analysts with laboratory procedures and analyses across water testing

AWARDS

2025 iF Design Award, Enterprise Product Category, IBM
Team Award for Machine Learning for IBM z/OS, a transactional AI platform running natively on the IBM Z mainframe for global banking and insurance clients; Co-authored the sustainability content in the winning submission

TECHNICAL SKILLS

Design and Prototyping: Figma, Sketch, Adobe XD, Adobe Creative Cloud, Procreate
AI-Assisted Prototyping: Functional HTML/CSS prototypes built with IBM Bob and Microsoft Copilot
Collaboration and Delivery: GitHub, Jira

CERTIFICATIONS & TRAINING

UX Academy, Designlab (480-hour mentor-led program in research, interaction design, and UI design)
User Experience and Interaction Design, Interaction Design Foundation
Web Design Professional Coursework, Mt. San Antonio College

EDUCATION

CALIFORNIA STATE POLYTECHNIC UNIVERSITY Pomona, CA
Bachelor of Science (BS): Biotechnology