

# JOHN MARIANO

## PLATFORM DESIGN LEAD

### CONTACT

516.426.7324  
John.Mariano.NY@gmail.com  
Linkedin.com/in/john-mariano  
Ronkonkoma, NY

### SKILLS

#### // PROJECT MANAGEMENT

Lean Six Sigma Green Belt • Agile methodologies • Scrum & Kanban frameworks • Sprint planning • Stakeholder management • Resource allocation • Risk assessment & mitigation • Project roadmaps

#### // TOOLS & TECHNOLOGIES

Mural • Jira • Confluence • Microsoft Project • Trello • Asana • Slack • Figma • Miro • Adobe Creative Suite • Adobe Marketing Suite • Basic HTML & CSS

#### // RESEARCH

Usability testing • User interviews • Questionnaires and surveys • A/B testing • Cognitive walkthrough • Task analysis • Persona hypothesis • Journey maps • Data analysis

#### // DESIGN

UI graphics • Concept sketches • Strategy & vision presentations • User flows • Wireframes • Mockups • Prototypes • Illustration • Motion design

### SUMMARY

Experienced leader with 10+ years of managing cross-functional teams, driving customer-focused initiatives, and delivering complex projects on time and within scope. Proven success in stakeholder communication, resource planning, and regulatory compliance for government and enterprise clients. Notable achievements include reducing project timelines by 80%, improving user satisfaction by 65%, and mentoring teams to exceed delivery expectations.

### EXPERIENCE

#### Project Manager | UX Strategy and Leadership

2022 - Present

Accenture Federal Services (AFS), Remote

- Directed **Total Experience Team** to deliver 6 key project deliverables in 6 months, strengthening client relationships and ensuring satisfaction.
- Spearheaded user research efforts, capturing 80% of data to drive dynamic application modernization across the client organization.
- Coordinated the MVP UI design for a model-driven application, ensuring compliance with NEPA requirements, 508 accessibility, and 21st Century IDEA Act guidelines.
- Established cross-project style guides to align engineering teams and reduce delivery time by 30%.
- Mentored junior designers and coached client leads, improving stakeholder presentations and communication effectiveness.
- Enhanced user sentiment by 65% through usability improvements, including refined error messaging and system feedback.

#### Human Computer Interaction Research and Design Lead

2019 - 2022

Siemens, Remote

- Managed a **cloud portal project** that reduced time to market by 50% through formal UX Design implementation.
- Led a **Design Studio Workshop** for 30+ managers, delivering 3 design iterations in one week, accelerating progress on a “next-gen” web-based simulation suite.
- Unified 120+ ideas into 4 actionable steps for wireframe prototypes, achieving 90% positive stakeholder feedback.
- Implemented Nielsen Norman design principles, reducing QA churn by 25% and new feature bugs by 12%, while increasing user retention by 33%.
- Directed a user research program, facilitating 4 weekly customer meetings to reduce product scope by 30% per sprint.
- Conducted 12 “lunch-and-learn” sessions to educate 4 developer cohorts on Human-Centered Design, fostering adoption across teams.
- Led the **Interaction Design Team**, doubling on-time feature delivery with advanced UX research methods.

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## PROJECT MANAGER

### EDUCATION

**Master of Science**  
Interactive Communication  
Quinnipiac University, CT  
2019

**Bachelor of Fine Arts**  
Graphic Design  
Briarcliffe College, NY  
2004

### PROFESSIONAL DEVELOPMENT

**Lean Six Sigma Green Belt  
Training, 2024**  
Skillsoft

**UX Certification, 2024  
Management Specialization**  
Nielsen Norman Group

**AFS Conduct Counts:  
Addressing Concerns (for  
Supervisors), 2023**  
AFS, Remote Learning

**Managing Project Work,  
2023**  
AFS, Remote Learning

**Communicating with a  
Purpose, 2023**  
AFS, Remote Learning

**Strategies for Inclusive  
Leadership, 2023**  
AFS, Remote Learning

### EXPERIENCE continued

**Project Manager | Business Consultant and UX Designer** 2015 - 2018  
Adobe Systems, Remote

- Revived LA County's intranet forms project, moving it from "Red/Critical" status to contract renewal by delivering a revitalized UI.
- • Designed AEM Screens and Mobile apps, driving 250+ customer interactions and 45+ sales leads.
- • Conducted A/B testing for enterprise clients, optimizing designs and improving customer retention by 20%.

**Onboarding/Business Consultant Lead** 2012 - 2014  
Adobe Systems, New York, NY

- Managed onboarding workflows to cut Adobe Social's go-live time from 6 months to 2 weeks, enhancing client satisfaction.
- • Delivered biweekly account updates to executives, fostering transparency and trust on critical renewal accounts.
- • Improved communication and handoffs during client transitions from onboarding to consulting, streamlining processes and boosting satisfaction.

**Web Genuis** 2011 - 2012  
Context Optional/Efficient Frontier/Adobe Systems, New York, NY

- Created Facebook applications for retail, hospitality, and finance, boosting brand awareness and social interaction.
- Crafted initial application for Adobe Social's multi-lingual feature supporting ESPN X Games.
- Managed contest entries, ensuring compliance for national corporate campaigns, preserving their integrity.

### ACHIEVEMENTS

**Recognition for Leadership in UX** 2022 & 2023  
AFS, Remote

**Promoted to Assistant Manager** 2020  
Siemens, Remote

**Sales Achievement Award** 2014 & 2015  
Adobe Systems, New York, NY

**Promoted Team Lead** 2014  
Adobe Systems, New York, NY