



LESLIE MACK

PRODUCT DESIGNER

leslie-mack.com

pass: Welcome

ABOUT ME

Self driven product designer who is passionate about advocating UX design across all fields of work.

CONTACT

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Salt Lake City, Utah

EDUCATION

New Mexico State University
Bachelor of Fine Arts degree
2011

CORE SKILLS

Leadership

Helped many designers of all levels increase their core competencies and craft.

Research

Design, conduct, and analyze mixed methods research.

Design

Works across teams to implement various design thinking methods into their discovery process.

EXPERIENCE

Lead UX Product Designer (Manager) - Overstock

MAY 2021 - Present

With my return to Overstock as a lead designer I have 3 reports within the Customer Organization. Have led the redesign of the Loyalty Program, researched extensively why customers were upset with our returns process/policy, and helped introduce design thinking as well as Marty Cagan's triad model to the organization.

Design Manager to Principal Product Designer - Progressive Leasing

MAY 2019 - MAY 2021 | Salt Lake City, UT

Through my time at Prog I led a design pod on a product domain and helped level up those team members skills and craft. I've worked on 3 top initiatives for the company providing actionable business perspectives. I've also introduced design thinking methodologies, design sprints, and deepened the design teams' knowledge of user research methods.

Sr. UX Designer to Lead UX Product Designer - Overstock

AUG 2018 - MAY 2019 | Salt Lake City, UT

At Overstock I've heightened my collaboration skills working with over 20 other UX designers throughout the company. I also work primarily with two development teams and two product managers. I've worked closely with other UX designers to mentor and enhance their skills as well.

Sr. UX Designer - Dealertrack | Cox Automotive Group

JUN 2017 - AUG 2018 | Salt Lake City, UT

After I transferred to Dealertrack I hit the ground running. Working to collaboratively shift the culture to more of a dual track agile environment and promoted programs to level up the various development teams I support. Introduced design sprints that aided product in validating ideas quickly.

UX Designer - vAuto Inc. | Cox Automotive Group

NOV 2014 - JUN 2017 | Austin, TX

I worked alongside a design team of two to facilitate the best possible communication and design literacy throughout our agile development and product teams. I helped to foster new ways of thinking about design process and new ways of testing our ideas with users.

PROFESSIONAL ACCOMPLISHMENTS

Designed and Launched Overstock's Loyalty Program

Overstock | Dec 2021

Completely overhauled the Loyalty Program (Club O) to have a larger focus on celebrating customers by earning points and bringing it back to the Overstock branding.

Designed and Launched Overstock's New Desktop Product Details Page

Overstock | May 2019

When Overstock decided it was time for a new tech stack I jumped in to help identify what improvements to the customer experience we could make to drive conversion.

Ran 8 Separate Google Design Sprints

vAuto | Austin, TX - Overstock | SLC, UT - Progressive Leasing | SLC, UT

Worked with various teams to answer critical business questions through rapid design, prototyping, and user testing using the Google methodology of Sprints.