

ERIC WIENKE

PRODUCT DESIGN / UX LEADER


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Visionary UX Design Leader with over 15 years of experience leading multidisciplinary teams and transforming user experiences for major technology enterprises, including *Cisco*, *AppDynamics*, and *Oracle*. Proven track record in developing strategic roadmaps, fostering cross-functional collaboration, and championing design excellence.

CORE COMPETENCIES

Product Vision CX & Design Strategy	UX Design User Experience (UED)	Accessibility & Usability Testing
Cross-Functional Leadership	Enterprise Software Design	User Research Data Analysis
Design Systems Strategy	Data Visualization Dashboards	Customer Journey Advocacy
Team Mentoring and Development	AI/ML Integration Generative AI	Workshop Facilitation
Agile and Lean Design Methodologies	Rapid Prototyping Wireframing	Public Speaking Presentations

PROFESSIONAL EXPERIENCE

 Cisco & AppDynamics San Francisco, CA	<u>01/2017 – PRESENT</u>
PRODUCT DESIGN LEADER, COMMON EXPERIENCES	08/2023 – PRESENT
<ul style="list-style-type: none">Leads a cross-functional team of designers, engineers, and strategists to unify the user experience across internal and external applications that run on the <i>Cisco Observability Platform</i>, transitioning to a new design system and partnering closely with Product and Tech leaders to deliver scalable, innovative strategies.Created an advanced UX framework and components tailored for expert user assistance, utilizing generative AI to enhance decision-making processes and improve user engagement.Developed a prototyping platform to accelerate prototype generation for user testing and concept generation. Reduced time to generate prototypes from over 1 week to 1-2 days while increasing fidelity and interactivity.	
DIRECTOR OF PRODUCT DESIGN	11/2021 – 08/2023
<ul style="list-style-type: none">Led a large (40+) and multidisciplinary global design organization in the full-stack observability space. Within 6 months, increased employee satisfaction scores by <u>20%</u> by instilling a culture of impactful design.Developed product design strategies across platforms, enhancing user experience and satisfaction by leveraging data-driven insights and Lean UX principles.Led the design of a zero-to-one full-stack observability enterprise product, providing users with novel AI-driven insights on massive datasets, enhancing user decision-making and system performance visualization through intuitive interfaces.	
DIRECTOR OF DESIGN TECHNOLOGY	04/2019 – 11/2021
<ul style="list-style-type: none">Led a team of design technologists, designers, and prototypers to achieve <i>Cisco's</i> key objectives. Improved product design efficiency by <u>1000%</u> with new and established tools, systems, and processes.Advocated for the strategic value of design systems at the leadership level and spearheaded a new design system. Created reusable components to improve development time and consistency of the user interface.	
PRINCIPAL PRODUCT EXPERIENCE DESIGNER	01/2017 – 08/2019
<ul style="list-style-type: none">Orchestrated the design functions for platform-wide flows and components, synchronizing design initiatives with business goals, market trends, and consumer insights. Built a full WYSIWYG Enterprise Dashboard Editor.	

EARLY CAREER

-  **Oracle | Redwood City, CA** **2005 – 2017**
- PRINCIPAL USER EXPERIENCE DESIGNER** **2016 – 2017**
- Built enterprise-wide UX standards and patterns for Oracle’s complete cloud suite of over 100 SaaS applications, reducing development costs and increasing consistency. Developed AI-infused design frameworks that significantly improved customer interaction and engagement for enterprise software solutions.
- SENIOR USER EXPERIENCE DESIGNER** **2010 – 2016**
- Led UX for Enterprise Project Portfolio management software. Modernized and simplified the core user experience of Oracle Applications.
- USABILITY ANALYST | SENIOR INTERACTION DESIGNER** **2006 – 2010**
- Principal designer for Governance, Risk, and Compliance business application suite. Conducted user research, usability testing and competitive analysis, resulting in a 30% YoY revenue growth.
- USABILITY ENGINEER** **2005 – 2006**
- Improved usability of Oracle applications with qualitative and quantitative usability tests and design suggestions.

DESIGN PHILOSOPHY & LEADERSHIP STYLE

As a strategic design leader specializing in complex enterprise software, I champion a user-centric, data-driven approach, integrating Lean UX principles with rapid prototyping and iterative design. My leadership fosters cross-functional collaboration, particularly with engineering and product management, to deliver scalable, efficient, and impactful design solutions. I prioritize continuous improvement and adaptability, guiding teams to innovate within a rigorous standard of quality.

EDUCATION & CERTIFICATIONS

BACHELOR OF ARTS (B.A.), COMPUTER SCIENCE
University of South Dakota | Vermillion, SD (2001)

MASTER OF ARTS (M.A.), HUMAN FACTORS
Completed coursework, Thesis pending
University of South Dakota | Vermillion, SD (2005)

CERTIFIED UX DESIGNER
Nielsen Norman Group (2018)

TECHNICAL PROFICIENCIES

Design Tools	Figma, Sketch, Adobe XD, Photoshop, Illustrator, InVision, Tableau
Programming Languages	HTML, CSS, JavaScript, Node, React, PHP
PM Tools	JIRA, Confluence, Amplitude, Mural, Miro
Languages	English (fluent), German (fluent), Spanish (intermediate)