

Sean King



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Summary

I work to find innovative ways to make sure companies understand and account for the human connection when conducting business, especially in technology or process driven interactions.

Experience



Sr. Director of Client Experience Digital and Design

Spectrum Enterprise

Aug 2016 - Present (4 years 6 months +)

- Create and continue to grow a multidisciplinary organization comprised of product, design, development, and data teams to research, understand, and craft online and offline interactions that are centered on the human relationship between client and employee
- Build a data-focused practice within the Client Experience team to help the Spectrum Enterprise organization solve digital and business experience problems through re-orienting and transforming operational data from an inside-out systems perspective into an outside-in client perspective
- Fold design thinking and resources into CX development teams that provide rapid user research, service design, user experience design, and user interface design that understands the goals and behaviors of Spectrum Enterprise clients, employees, and the business overall
- Lead a digital product team dedicated to defining digital client experiences that focus on satisfying client goals and objectives that also bring value to the business through revenue generation and operational efficiencies
- Organize and facilitate a large cross-functional organization of software development and test resources focused on creating high-performance software, connectivity, and data solutions that differentiate Spectrum Enterprise from the rest of the market



Board Member

Perry Park Metro District

May 2018 - Present (2 years 9 months +)



Sr. Director of Commercial Customer Experience

Spectrum Business

Mar 2016 - Aug 2016 (6 months)



Director of Commercial Customer Experience

Spectrum Business

Nov 2013 - Mar 2016 (2 years 5 months)

- Organized and led a "team of teams" across multiple divisions inside the company to design, develop, and deploy the first self-service online website exclusively for Charter small business customers, spectrumbusiness.net

- Built a dynamic, customer experience focused product team to ensure that spectrumbusiness.net continues to provide the best experience for commercial customers as constant enhancements and new capabilities are layered into the product

User Experience Product Manager

IQNavigator + Beeline

Sep 2010 - Nov 2013 (3 years 3 months)

- Owned IQNavigator's mobile strategy while actively managing product development of iPhone, Android, and iPad native applications to improve the company's leadership position in mobile
- Managed IQNavigator's user experience team that is responsible for designing concepts for new and existing features, conducting user research and testing of those features, and developing those features into the software product through IQNavigator's agile development process
- Collaborated with customers, stakeholders, and end users of IQNavigator to understand their experience interacting with the software and use this information to simplify and craft improved user experiences on mobile and web applications

User Interface Manager

Arrow Electronics

Nov 2008 - Sep 2010 (1 year 11 months)

- Managed a team of internal front-end developers and graphic designers for Arrow's eBusiness group to create new web application features to support customers with forecasting, order management, and pricing of product from Arrow
- Updated Arrow e-commerce sites to increase speed and usability for customers while improving flexibility and turnaround time for ongoing change management by UI team
- Developed a process for continuous improvement of Arrow websites by conducting ongoing customer feedback and testing

Web Project Manager

Arrow Electronics

Jun 2005 - Nov 2008 (3 years 6 months)

- Provided information architecture and user experience design on an international team developing upgraded e-commerce tools for Arrow
- Managed cross-functional teams of sales, marketing, operations, IT, and third-party vendors to produce an extensible framework of functions, user interface components, and content to rapidly create multiple vertical-market-focused websites
- Team leader and principal information architect during redesign and launch of primary e-commerce website. Improved user experience; organized content; enhanced web-based marketing vehicles for resale to manufacturers

Web Designer

Arrow Electronics

Dec 2001 - Jun 2005 (3 years 7 months)

- Improved the effectiveness and efficiency of web projects. Introduced user-centered development and design process emphasizing information architecture planning and documentation. Increased project success and time to market
- Implemented standards-based design methods on web-based marketing campaigns and websites
- Used both processes to create over thirty websites and many more web-based marketing vehicles for promoting manufacturer products sold by Arrow Electronics



Web Designer

DIRECTV

Jul 1999 - Nov 2001 (2 years 5 months)

- Cross-functionally led a team of five developers to build and update company intranet
- Taught web design courses to fill growing intranet personnel needs
- Worked with Technical Team Lead to further enhance the intranet product



Creative Services Director

Clear Channel International

Jan 1998 - Jul 1999 (1 year 7 months)

- Conceived and produced award-winning creative on-air promotions; marketed station to increase ratings and sales revenue



Associate Producer

Court TV

Mar 1997 - Jan 1998 (11 months)

- Coordinated live telecasts for the Oklahoma City Bombing trials; Assisted with on-air copy and television text

Education



University of Colorado Boulder

BFA, Film

1994 - 1996



Colorado Mountain College

Associates, Arts

1992 - 1994



Arapahoe High School

Diploma

1988 - 1992

Skills

User Experience • Product Management • Customer Feedback • User Interface • Usability Testing • Interaction Design • Mobile • Information Architecture • Agile • User Stories