

J O S E P H K U B I N I E C

U s e r E x p e r i e n c e D e s i g n P r o f e s s i o n a l

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HIGHLIGHTS

- 2013 Appy Award Winner for “NHL Game Center” desktop and mobile apps
- Patent #20050171967 (Microsoft)
“Systems and Methods for Exposing Tasks in a Development Environment”
- 15+ years UX/UI design across e-commerce, FinTech, entertainment, higher education, healthcare, and IT solutions

EDUCATION

BFA Film / Video

California Institute of the Arts

1984 - 1988

PROFILE

UX designer with deep experience in agile, enterprise-scale environments. I specialize in bridging the gap between complex business gloss and simple, human-centered solutions — helping products not just ship, but actually improve people’s lives.

Known for guiding teams through tradeoffs and timelines, I bring clarity to complexity and design outcomes that balance business success with user delight.

WORK EXPERIENCE

MOBILE ACTIVATION & REPAIR SPECIALIST

Charter Spectrum | July 2025 - Present

- Consult with internal teams on usability of in-house tools, providing actionable UX feedback to improve agent workflows.
- Deliver front-line support for mobile activation and repair, identifying customer pain points and translating them into UX insights.

USER EXPERIENCE DESIGNER

Cardinal Health | Sept 2023 - April 2024

- Led design for mission-critical controlled substance ordering workflows, ensuring compliance, accessibility and usability.
- Conducted user research and data analysis, uncovering insights that informed design strategy.
- Delivered new “Self-serve” solutions, reducing reliance on in-house staff and improving customer autonomy.

USER EXPERIENCE DESIGNER

Blue Bite | Feb 2023 - Aug 2023

- Introduced and led company’s first usability studies, establishing research best practices.
- Designed and launched a key feature enabling targeted product messaging by user segment.
- Evolved internal design component library to support scalable development.
- Provided senior leadership and mentorship to elevate team effectiveness.

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U s e r E x p e r i e n c e D e s i g n P r o f e s s i o n a l

H A R D S K I L L S

- Figma, Axure RP, JIRA/Confluence
- Microsoft Azure, DevOps
- Google Analytics, Adobe Analytics, Acoustic Analytics
- Agile development methodology
- Enterprise SaaS design & development

S O F T S K I L L S

- Ego-less, data-driven decision making
- Leading teams toward consensus and delivery
- Owning hard decisions while sharing successes
- Clear and effective communicator
- Strong professional writing skills
- Creative visionary with practical execution
- Focussed on results — Deliver! Deliver! Deliver!

SR. USER EXPERIENCE DESIGNER

Blackbaud | 2020 - 2022

- Modernized legacy higher-education software UI, improving adoption and usability
- Drove UX/UI consistency across 12+ product lines, reducing confusion and lowering support calls.
- Facilitated design workshops and prototype reviews to validate and refine solutions.

SR. USER EXPERIENCE DESIGNER

Campus Labs | 2016 - 2019

- Designed flagship products “Planning” and “Engage,” driving wide adoption across higher education clients.
- Developed design standards to streamline developer workflows and ensure product consistency.
- Led prototype-driven sessions to validate solutions with stakeholders
- Mentored junior designers to support career growth.

SR. USER EXPERIENCE DESIGNER

Rapid 7 | 2013 - 2015

- Owned redesigned of first-time user experience for Nexpose, Rapid7’s flagship IT security suite.
- Led-cross functional research through customer interviews, competitor analysis, and risk assessment.
- Delivered validated high-fidelity prototypes, providing a clear roadmap for development and launch.