Erik Gupp

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Senior User Experience/Product Designer

User-centered digital product designer with over 5 years' experience driving operational excellence and building responsive web and enterprise digital products for B2C and B2B companies across the US and global operations. My education includes an MBA and Master's of Human Factors in Information Design.

Skilled at collaborating with stakeholders across product, engineering, and marketing agile teams to frame problems, conduct user research, present to leadership, create visual designs and deliver results for existing and end-to-end products. Trusted individual contributor that can support the full design lifecycle, shape strategy and lead a mission-driven culture that empowers users to perform at their best. Learn more by visiting erikguppdesign.com.

TECHNICAL SKILLS

Design Tools: Figma, Sketch, Axure RP, Adobe Creative Cloud
Collaboration & Project Management: Mural, Miro, JIRA, Confluence, Wrike, Basecamp, Microsoft Office
Web & CMS: ChatGPT, HTML, CSS, WordPress, Drupal, SharePoint
Research & Analytics: Condens, Qualtrics, Google Analytics

PROFESSIONAL EXPERIENCE

MITRE Corporation, Bedford, MA   **04/2024 – 07/2025**
A not-for-profit organization that operates Federally Funded Research and Development Centers (FFRDCs) to support U.S. government agencies in areas including defense, cybersecurity, healthcare, and national security.

User Experience Designer
- Directed UX strategy and design for an enterprise platform migration to Microsoft Azure AI, enhancing technical infrastructure, platform performance, and integrating AI-driven search and display features.
- Orchestrated research and redesign of Classified@M, a secure internal Drupal platform, boosting user engagement by 25%.
- Established and maintained a scalable, Figma-based design system to improve speed and consistency across the product lifecycle.
- Translated product requirements into detailed design artifacts including user flows, personas, wireframes, and prototypes, which supported key end-to-end project releases.
- Collaborated with cross-functional product and engineering teams in agile sprints to deliver high-impact solutions that balanced user needs with complex technical constraints.

State Street, Boston, MA   **06/2022 – 01/2024**
One of the world's leading providers of financial services to institutional investors, offering investment servicing, management, and data/analytics solutions.

User Experience Designer
- Led cross-functional collaboration with stakeholders to develop an enterprise SaaS React web dashboard for the Alternatives business, enhancing user task completion and satisfaction for over 650 users.
- Conducted and synthesized insights from over 50 usability testing sessions using both qualitative and quantitative methods to steer product roadmap decisions and alleviate friction in user workflows.
- Mapped comprehensive user journeys and interaction patterns to align new feature development with user expectations.
- Expanded the internal design system with reusable patterns and UI components, bolstering data visualization capabilities and ensuring consistency across teams.
- Navigated multifaceted legacy systems and stakeholder expectations to deliver user-centered solutions within technical constraints.

Bentley University, Waltham, MA   **05/2017 - 05/2022**

A nationally ranked business university recognized for its integration of business, technology, and the liberal arts. Emphasizes learning at all levels, from undergraduate to graduate, certificates, and executive education.

Associate Director, Digital Design
- Directed user research and experience design for web and mobile digital products across the graduate and executive education portfolio, resulting in a 28% increase in content engagement and a 14% boost in prospective student conversions.
- Developed comprehensive journey maps that informed content strategy and product design decisions for key user segments.
- Collaborated with cross-functional teams to launch innovative product initiatives using user-centered design methodologies.
- Delivered impactful projects including a full redesign of graduate admissions and academic program pages, the introduction of new Graduate Certificate offerings, and the creation of high-performing visual content.

Bain & Company, Boston, MA   **10/2014 – 04/2017**

A top global management consulting firm that partners with leading organizations across industries to drive strategic transformation and sustainable growth.

Online Specialist
- Managed the end-to-end redesign and Tridion CMS migration of joinbain.com, enhancing usability and long-term maintainability of global recruiting content across web and mobile platforms.
- Coordinated with over 50 international office and school teams to consolidate localized content under a uniform, user-first framework.
- Redesigned digital surveys and workflows for recruiting campaigns, leading to higher response quality and actionable insights.

EDUCATION

Bentley University
Master of Human Factors in Information Design (MSHFID)

Bentley University
Master of Business Administration (MBA)

Bentley University
Bachelor of Science, Marketing