

Hi, I'm Ryan

I DO MORE THAN DESIGN EXPERIENCES, I
CREATE CONNECTIONS

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About Me

I ask questions, I experiment, I test, I measure, I analyze, I change, I challenge, and I succeed.

The most loved companies in the world understand that connection and user experience are tantamount to success. The Internet and modern applications have evolved from a cold, institutional, push-based environment into a more interactional, user-centric place (read UX Design, UI design, HCI, PR, etc). How decisions are made, what perceptions are created, when the learning curve is too high or the attention span too low are all a subset of things that should be known when designing for people.

Experience

Senior Lead Product Designer, ViaTech, Dallas, Texas – February 2020 - July 2022

My broad range of experience, both high level and hands-on, and my ability communicate effectively with clients, stakeholders, designers, and developers made me the ideal first hire when a large healthcare client expressed a need for a better document creation and management solution. I performed and leveraged requirements gathering, user research, and competitive analysis to identify pain points and high value features to define the direction and product roadmap. I communicated product vision, feature details, functional and technical requirements, and more through oral presentations, demos, written documentation, flowcharts and diagrams, and interactive prototypes. I defined and led the building of a design system, utilizing shared libraries of components and variants, to increase efficiency and consistency of the team and speed up new designer ramp-up, provided guidance and mentoring to junior level designers, and instituted lunch and learn sessions. I collaborated with engineering through all stages of development to ensure objectives and milestones were being met and with marketing to create compelling messaging communicating value to our target demographic. Research, experimentation, testing, measuring, analyzing and evaluating both qualitative and quantitative data enabled me to continuously improve the function and user experience of a variety of the company's offerings from multiple directions.

Senior Product Consultant, Verge Ventures, Dallas, Texas – June 2019 - January 2020

Senior consultant, involved in a wide range of activities including customer and partner interaction, discovery, documenting epics, user stories and technical specifications, solution design, feature and roadmap definition, assistance with software design and architecture, final product review, customer, vendor and partner relationship management in support on various internal and portfolio company initiatives. Includes engaging deeply with portfolio companies and customers to help ensure their success, and to develop and incubate internal ideas to be developed into successful businesses.

VP of Product, Carable, Dallas, Texas – August 2018 - May 2019

Startup companies, such as Carable, generally require each team member to wear many hats. With the resignation of the CTO during my first week with the company, Carable required me to wear many hats and a few different pairs of pants. Fortunately, I was up for the task. I rebuilt the development team from the top, leveraging my connections and experience to find and evaluate new team members who excelled in the latest technologies and fit the company culture. While defining

the product strategy, feature prioritization, overall user experience, and roadmap, I simultaneously managed the completion of legacy projects left by the previous CTO - personally learning React Native, leading and mentoring junior developers, planning and executing development sprints, and evaluating processes to increase team effectiveness and efficiency. I employed user research, generated user personas and flows, ensured alignment of features and user/business value, established a design system, and created prototypes to effectively convey a successful forward direction for the young company.

Senior User Experience Consultant, AT&T Design Tech, Dallas, Texas – July 2017 - February 2018
AT&T's Design Technologies Group is one of the most innovative business units in the company and functions similarly to a startup within the enterprise. Through the facilitation and participation in Design Thinking Bootcamps and continuous collaboration with users, stakeholders, technology partners, development and executive teams, I was able to effectively manage the experience of the solutions created. I designed and developed a diverse set of products for AT&T, both internal and consumer-facing, ranging from websites and mobile apps to chatbots and internal tools using Framer.js, CoffeeScript, JavaScript ES6, CSS3, HTML5, Microsoft Cognitive Services, API.ai, natural language processing, machine learning, artificial intelligence and more. Leveraging my experience in UX storytelling and prototyping, I was able to compellingly convey the vision, flow, and features of potential solutions, leading to consistently successful production iterations.

CTO & Product Lead, HipPocket, Dallas, Texas – August 2016 - July 2018
HipPocket is an application originally designed to help real estate agents share and find off market listings but was failing to gain the traction necessary for success. Recruited by the CEO to lead the redevelopment of the web and mobile applications, I'm responsible for strategy development, user research, user experience design, technology integration and the product road map. Armed with the freedom to research and reimagine the entire platform, I created a tool that compresses the transaction time of finding and selling homes by introducing a matching algorithm connecting buyer preferences with highly relevant listings. Designed in Sketch, prototyped in Invision and Origami, and developed using HTML5, CSS3, JavaScript, and Ruby on Rails, the new product vision combines machine learning and AI driven search, messaging and a constantly evolving understanding of the user to provide an unparalleled experience in real estate service.

Director of User Experience, Cyber Adapt, Dallas, Texas – February 2015 - March 2016
Tasked with defining and executing the user experience for Cyber Adapt's deep packet inspection technology, I collaborated with users, technology partners, development and executive team members to create a dashboard interface that efficiently and effectively communicated cyber threats within enterprise networks. I was able to craft a simple story from complex data using interactive big data behavioral pattern analysis and D3.js, significantly increasing the user's ability to separate the signal from the noise. Additionally, I defined the roadmap for leveraging user interactions to further automate a predictive, non-signature based malware detection tool.

Founder & Chief Creative Officer, Extra Sauce, Dallas, Texas – January 2011 - March 2014
Extra Sauce is part design & development, part marketing strategy, and all social. By focusing on user experience and the effective use of the social web, I helped clients promote and grow their

brand through cutting-edge, exciting channels. I managed the strategic and creative direction of our client campaigns, working with brands such as Coca-Cola, Smirnoff, Cadillac and the US Army. My conviction that the best ideas come from a culture of collaboration and an understanding of how to build relationships drove both our creative strategy and our internal culture.

Principal Consultant, Plesko, Dallas, Texas – October 2003 - June 2019

I've worked independently with companies both large and small to create experiences that help drive connection between them and their users. Through a flexible sized team of contractors I have been able to meet the needs of clients on projects of all types.

Thermal Engineer, Research & Development, Dell, Austin, Texas – May 2002 - October 2003

I cut my teeth as a thermal engineer at Dell in the research and development lab. Through industrial design - something that I had always thought of as a functional endeavor - learned just how much a change in design can change a person's perception of the entire experience and how, how often, when, and where they use it.

Speaking

Houston Interactive Marketing Association Annual Conference, Houston, Texas

The future of the web will be responsive to more than your screen size: How the internet of things and big data will connect, simplify and empower our lives.

TEDxSMU Disruption, Dallas, Texas

The Guerrilla Learning Project, a campaign I designed to evangelize the conference in communities where attendees lived and traveled, was so well received it earned a spot on stage. I designed and developed a location aware mobile video platform that tracked what messaging prompted the interaction, where it happened, how it was shared and where it spread - from Dallas to Australia.

Dallas Market Center Education Seminars, Dallas, Texas

Building an Engaged Digital Audience
Strategies for a Website that Works

Big Design Conference, Dallas, Texas

Cofounded to help further the study of human factors, design thinking and the use of psychological theories and principles, the Big Design Conference is four intense days of learning within the scope of Strategy, Mobile, User Experience, Gaming, Code Development, and Usability.

BIL Conference, Vancouver, BC

Before TED had TEDx, we launched the BIL Conference as an open, analogous, free version of TED. Held each year across town, BIL goes where TED goes to encourage Minds Set Free.

Education

Texas A&M University, College Station, Texas – INFO/MIS 2002

Mays Business School and Center for New Ventures and Entrepreneurship