

Wayne Lewis, Jr. (He/Him)

Product Designer, AI addict, and proven UX and Research leader with 25+ year experience from St Louis, Missouri
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Skills & Experience

Product Design High-Fidelity / Graphic Design - 25yr UX Design - 20y User Research / Discovery - 15y Prototyping - 15y User Testing - 15y Design Systems - 6y Accessibility - 5y	AI Claude Code, Codex - 2y Leadership Team Leadership - 20y People Management - 12y Product Management / Ownership - 7y Project Management - 15y	Experience Type Enterprise / B2B Apps - 20y B2C Apps - 10y Mobile Apps - 6y Web Development Client-side Script (HTML/CSS/JS) - 18y Server-side Script (PHP/ASP/SQL) - 6y
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Professional Experience

Remarka.com (Jun 2025 – Present)

Founder & Principal Consultant

Work directly with small businesses and nonprofits to solve operational, customer experience, and technology problems through research, design, automation, and practical AI. Lead engagements from discovery through implementation, including websites, custom internal tools, workflow automation, UX improvements, and AI adoption. Focus on practical solutions that reduce manual work, improve customer experiences, and help small teams operate more effectively.

Cisco (Nov 2022 – Jun 2025)

Experience Design and Strategy Leader, Licensing Operations (Nov 2024 – Jun 2025)

Reimagining the future of Cisco's end-to-end Licensing and Post-Sales experience for Customers, Partners, and internal teams using new technologies and user-centered methods. Our current goal is to reinvent enterprise licensing management into a seamless experience that reduces task friction, empowers customers to fully realize the value of their investments.

Leader, UX Engineering, Cisco IT Design (Nov 2022 – Nov 2024)

Design leader for mission-critical tools used by internal teams and Cisco Partners for quoting, configuring, and managing Cisco hardware and services. Guided the transition from a reactive design process to a proactive, research-driven approach. People leader, professional mentor, and career coach.

Outcome: Transformed the design team's focus from reactive, pixel-pushing work to proactive user research and ideation by locating collaborative partners, demonstrating the ROI of user-centric methods, and ensuring designer empowerment. This led to improved outcomes for our partners and engaged designers.

Achievement: Promoted within 8 months for delivering significant improvements to team performance and cross-functional collaboration. Awarded Cisco IT Challenge Coin.

Charter Communications (May 2017 – Nov 2022)

Principal, Product Design, Digital Platforms (Jan 2020 – Nov 2022)

Led a multi-disciplinary team in the development of AgentOS, the primary internal tool used daily by tens of thousands of Repair call center agents supporting over 30 million Spectrum customers. Led UX/UI design

with Figma and Axure, conducted research and testing, and developed design strategies. Collaborated with product, engineering, and cross-functional teams, coaching members to foster strong relationships and ensure continuous delivery of goals.

Outcome: Launched the new AgentOS platform for Repair agents, meeting or exceeding all delivery goals, which earned recognition from senior executive leadership for transforming the agent tools.

Achievement: Team awarded the company's Forever Forward award for innovation in 2021 for our vision and execution of AgentOS.

Principal, User Experience, Agent Portals (May 2017 – Jan 2020)

Design leader for mission-critical tools used by internal teams and Cisco Partners for quoting, configuring, and managing Cisco hardware and services. Guided the transition from a reactive design process to a proactive, research-driven approach. People leader, professional mentor, and career coach.

Outcome: Transformed the design team's focus from reactive, pixel-pushing work to proactive user research and ideation by locating collaborative partners, demonstrating the ROI of user-centric methods, and ensuring designer empowerment. This led to improved outcomes for our partners and engaged designers.

Achievement: Promoted within 8 months for delivering significant improvements to team performance and cross-functional collaboration. Awarded Cisco IT Challenge Coin.

Ungerboeck Software (Sep 2009 – May 2017)

Manager of User Experience (Jan 2009 - May 2017)

Directed a diverse creative and technical team in delivering B2B/B2C enterprise software. Collaborated closely with Product Managers, customers, and subject matter experts to design and execute key functionalities across strategic market segments. Led the development of high-fidelity designs (Adobe CC), functional prototypes (HTML/CSS/SASS/JavaScript), and ensured accessibility and UX testing were integrated into the SDLC.

Outcome: Successfully improved organizational adoption of user-centric development methodologies, shifting focus from engineering-driven to user-centered practices.

Achievement: Recruited by the CEO as the company's first UX professional, building and leading a team of 11 UX designers and developers, while managing HR responsibilities and mentoring team members for career and skill development.

Product Manager (Sep 2009 – Feb 2013)

Led the Agile software development team that owned key areas of the company's flagship product, including CRM, document management, email operations, and lead management. Managed the product lifecycle through the transition from a legacy Windows product to a web-based SaaS application. Served as Scrum Master and Product Owner, overseeing roadmap planning, requirements gathering, UI design, and technical execution within time and budget constraints.

Outcome: Led the creation and launch of the company's first mobile product, a web-based mobile CRM app, which increased revenue through new mobile licenses and expanded market opportunities.

Personal Achievement: Attacked and overcame a significant fear of public speaking, transitioning from a fight-or-flight response to delivering countless presentations in front of hundreds of people at company-wide meetings and global trade shows.

Achievement: Created and launched the company's first Customer Advisory Board, gathering feedback that shaped product roadmaps and drove customer satisfaction improvements.

Summary of Additional Prior Experience

UX Developer, IntralSP Software Solutions LLC (Jul 2007 - Jan 2009)

UX Design, front-end coding (HTML/CSS/JS), corporate branding, illustration

Web Developer / Graphic Designer - Washington University in St. Louis (Aug 2002 - Apr 2007)

UX Design, UX Research, graphic design, front-end coding (HTML/CSS/JS), team leadership

UI Designer/Developer – Emumail (Aug 2000 - Jul 2002)

UI Design, front-end coding (HTML/CSS/JS), corporate branding and website

Creative Lead – USite IFC (1998 - 2000)

Design team leadership, UI design, graphic design, front-end coding (HTML), team leadership

UI Designer / Illustrator – dotSHOP (1998-1998)

UI design, illustration, marketing collateral, graphic design, front-end coding (HTML)

Remarka (1998 - Present)

Operated Remarka alongside my primary career, delivering web applications, mobile products, branding, and design work for clients ranging from Fortune 100 companies to local small businesses.

Education

Missouri State University – B.A. Art & Design; Film (combined studies)

Barry-Wehmiller University -- “Listen Like a Leader” leadership training

NNg Norman Nielsen Group -- UX Management