Zach Vieth Product Leader [Manager + Designer]

I solve complex problems by telling stories from the end user perspective. I believe my duty is to not prove my first assumption, but to rather listen and learn. To me, joy is found in creating products that make lives more efficient.

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EXPERIENCE

Director of Product and Design
Reliant (dba MD Box) | San Francisco | 2021 – Current

- Product Manager and Designer across 6 verticals releasing consumer-facing healthcare mobile apps, a partner API integration platform, and a bespoke medical records SaaS product.
- Leading cross-functional product development cycles from conception to launch via metric setting, design session stakeholder presentations, roadmapping, sprint management, prototypes, and crafting user stories.
- Managing cross functionally across design, engineering, research, and QA.
- Creating solutions that serve over 10,000 patients monthly via telehealth.

User Experience and Information Architecture Designer
www.sfbike.org   via Bridge Studio | San Francisco | 2020

- Improved accessibility using W3C guidelines and by streamlining the hierarchy of information, resulting in a 72% time reduction in navigation pathways for the primary objective of increased membership.
- Focused on including unrepresented and marginalized stakeholders in research, connecting with over 200 survey respondents.

Product Designer
www.epochapp.com   via Bridge Studio | San Francisco | 2020

- Designer and researcher for dashboard and chatbot experience in the workplace engagement space;reduced time on task for the 3 most used pathways by 45%.
- Employed 1:1 interviews, surveys, and remote prototype testing. Conveyed results to stakeholders through customer journey mapping, data vis, and personas.

User Experience Content Creator
www.designxus.org | San Francisco | 2020

- Amplified design voices by publishing interviews with designers at Google and Sidewalk Labs that explore inspiration and process for user centric solutions.

Design Instructor
UC Berkeley | San Francisco | 2016 – 2018

- Taught technical engineering and design concepts via tailored in person lectures.
- Achieved a 98% approval via course surveys by implementing real world design assignments where students gave fresh thinking on industry problems.

Urban Designer
SWA Group | San Francisco, Shanghai, Houston | 2010 – 2019

- Produced physical urban experience design for a global market while incorporating critical indigenous resources and traits.
- Managed a team and agency design operations. Honed leadership skills by creating training courses, custom design tools, and wiki workflow documents; solutions reduced employee onboarding time by 73%.

SKILLS

Product management
Digital product design
UX + UI
Service design
Customer experience
User research
Prototyping
Architectural design
Program management
Design operations
Remote collaboration
Roadmapping

TOOLS

Jira, Asana, Trello, Airtable
Hand Sketching
Figma, Sketch, Adobe XD
Photoshop, Illustrator, Indesign
Slack, GSuite
Notion, Miro, Whimsical

VOLUNTEER INTERESTS

Code for San Francisco
SF Bike Coalition
SF-Marin Food Bank
SPUR Urban Collective
Urban Land Institute

EDUCATION

UX/UI Design and Research
Focus on Human - Computer Interaction; 480 hours of study
General Assembly

B.S. Urban Design
Emphasis in Urban Ecology with study abroad in Italy
University of Wisconsin