

Michaelvincent Mills Santos

Product Designer and Storyteller

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As a creative-thinker, doer, and maker, I'm avid about designing products and services that are intuitive, meaningful, and beautiful. And, I am passionate about creating simple solutions.

Over the course of my career to bring product concepts to life across Microsoft ERP, Cloud Services, and the Office Suite of products, I've fluidly spanned all aspects of the design discipline (UX engineer, interaction design, visual, motion, research, content strategist, writer). With this perspective I've come to realize building great things at scale isn't just about defining and creating new and exciting ideas, it takes a passion for internalizing complex, challenging problems and capitalizing on creative synthesis. It's about designing comprehensive interaction and experiential systems that feel intuitive and natural.

I work to synthesize large-scale product solutions and strategize and execute on how to simplify them and make them work even better, together.

- More than 12 years of experience in product design, graphic design, and the arts including roles that capitalize on creativity: Product Strategist, User Experience Lead, Design Director, Web Master, Branding Officer, Cinematographer, Cartographer, Illustrator, Photographer, and Comic Artist
- More than 7 years of experience working in large-scale product solutions for Microsoft Corporation as a User Experience Designer for SMB and ERP
- Experience in a variety of effective team dynamics and team-building best practices, including agile and lean UX
- Adept with business organizational structures and operational processes, including focus in areas of procurement, resource and talent management, and supply chain management
- Excellent visual and verbal communication and storytelling

DESIGN EXPERIENCE**Microsoft Office**, Collaboration Team (core, flagship team)Senior Product Designer, Spring 2017–*Current***Mobile HUB**, Office HUB Team

Senior Product Designer, Summer 2016–Spring 2017

To further capitalize on the success of Team SIX incubation projects, coalesce micro-productivity-focused efforts across Office, and streamline content-creation, a new product organization was built to help shape and redefine Office as a central place for productivity. The Office Mobile Team aimed to use the phone to capture content while utilizing a variety of services to augment, enhance, and ultimately accomplish productivity scenarios for enterprises.

Accomplishments: 3 utility patents centered around device inputs (video, audio, photos) and comprehensive intelligent services to enhance the Office ecosystem.

Team SIX, Microsoft Office Incubation Team

Senior Product Strategist and Designer, Spring 2014–Winter Summer 2016

This team aimed modernize the Microsoft suite of productivity solutions by leveraging contextual computing, and machine

learning, to proactively help our users navigate their day. As a product designer, my role was to strategize and build stand-alone applications across a variety of platforms (PC, Android, iOS) to experiment and learn about specific aspects of productivity so that, ultimately, we would bring that learning back into Microsoft's biggest flagship products like Windows and Office.

This work resulted in several successful projects, including the launching of Office.com; unified storytelling across Office marketing, online stores (Office and Microsoft), and new Office.com; personal and business contact and organization integration for all meetings (prior to LI acquisition) and Cortana, Bing, and Windows experiences; three stand-alone applications for iOS.

Microsoft Dynamics, Enterprise Resource Planning software

User Experience Designer, One Finance, Fall 2008–Spring 2014

Adapt and redefine Microsoft visual language (Metro) for ERP scalability to land new cloud solutions. This included LESS code maintenance and check-ins. Primary design lead supporting all feature areas in Supplier Relationship Management vertical. Supported integration of design culture into Dynamics organization by participating in product reviews, quality assessments, and key deliverables to verify development to ensure a cohesive user experience.

Accomplishments: Awards for largest number of bugs logged in Dynamics AX 6, and highest bug retention rate.

Microsoft Office Accounting, Small Business Software

Associate Experience Designer, Summer 2007–Fall 2008

Responsible for managing user experience integration, user interface, branding consistency, and alignment of Office Accounting with all Microsoft Office products. Managed all icon production, product packaging, adoption of Office Ribbon, Excel integration patterns, online advertising through AdCenter, integration of content into Office Online, web design for Microsoft Professional Accountants' Network, and the design of gadget for Windows Sidebar.

Accomplishments: Designed Microsoft Office Accounting gadget for Windows Sidebar, the first Office-branded gadget approved by the Microsoft Branding Team.

FILTER Talent, Microsoft Windows Live (XDR) Team

Human Interface Guidelines Lead CSG, Winter 2006–Summer 2007

Web production designer role evolved to encompass editorial consultant for all images found in guidelines, user experience designer, and project manager for release of the HIG v. 2.0. Completed formal design reviews for new Windows Live products from desktop client, online services and mobile devices to meet guidelines and was guidelines compliance officiator for release criteria. Provided production for usability tests, Windows branding support, and designs in Windows Live mobile applications.

Accomplishments: Designed official documentation on Windows Live Themes, and co-authorship for the design and development of the Enhanced Preview and Windows Live Jewel controls and assets.

Rivet Magazine, Brand Development + Design

Design Director, Full Time Spring 2006–Fall 2008

Lead designer of *Rivet Magazine*, a non-profit, nationally distributed publication dedicated to bringing a voice to artists and writers. Worked with all contributing writers, editors, artists and photographers. Designed magazine layout, new identity and branding system, marketing and advertising collateral, environmental designs for events and website.

Accomplishments: Awarded Seattle's 4 Culture artists grants in both 2007 and 2008 with Rivet.

Kendall Ross, Brand Development + Design

Design Intern, Full Time Autumn 2005–Winter 2005

Internship involved general administrative and design support for Art Director and senior design staff. Created design solutions for information-based projects and branded signage with clients Milliman CareGuidelines and environmental

design with Kemper Development (Bellevue Square).

Accomplishments: iPod Nano for "Intern of the Year" at holiday party and made the logo for Snowflake lane (still used today).

VOLUNTEER WORK

Shunpike "Golden" Fundraising Event

Designer, Event Consultant, Winter 2009–2013

Designed concept, branding and identity system, web production, and event space for annual fundraiser.

AIGA Membership Party, Seattle Chapter

Co-designer, February 2007

Designed concept, branding and identity system, signage, and collateral for the 20+1 Membership party.

Rivet Magazine

Design Director, Spring 2006–2008

Design magazine layouts and new website for *Rivet Magazine*

Your Map Collection Film | Artistic Director, Cinematographer, Set Design & Editor, Spring 2005

Arthritis Foundation Poster | Cure for Arthritis Volunteer, Spring 2005

Philippine Community Center Mural | Mural Design & Illustration, 2003–2005

ADDITIONAL EXPERIENCE

Map Collection & Marking Room | University of Washington Libraries, Student Technician III

Advanced Algebra Tutor | Meany Middle School advanced learning

Caregiver & Gardener | Senior Citizens Center

Inventory Manager | TreeHouse Shelter for foster kids

Undergraduate Mentor | Pipeline Project for minority students in the University of Washington Outreach

EDUCATION

BFA 2005, University of Washington, Seattle

Visual Communication Design

Visual Communication Design is a rigorous, in depth and highly selective program that strongly emphasizes problem analysis, subject interpretation and realization of visual solutions to complex problems in contemporary culture. It requires an integration of methodology, prototyping, aesthetics, human factors, technology, materials, context and audience to develop solutions that culminate in the forms of print, screen and the built environment.

ARTISTS GRANTS & HONORS

4 Culture Artists Grant 2007–2008

City of Seattle Office of Arts and Cultural Affairs 2007-2008

Philippine Community Center Artists Grant 2003–2004

Milnor Roberts Scholarship for the Arts 2003

Northwest Watercolor Society Gold Grant 2002

National Deans List recipient, 2000 – 2004

Quarterly Deans List recipient (multiple)

MEMBERSHIP AFFILIATIONS

AIGA Seattle Chapter, 2004 – 2008

Phi Eta Sigma National Honors Society, 2000 – 2005

Micronesia Club, University of Washington, 1999 – 2004