



# JOSHUA HYNES

## Experience

### Product Design Manager • Dialpad

March 2020 – Present

Leading a distributed team of product designers through regular 1:1s, career coaching, mentoring, resource prioritization, future team planning with executive and non-design peer managers. After moving into the role I helped establish the design team's working principles, formalize the overall product team's process, leveling guidelines, clearer job descriptions, project quality standards, formal establishment of a design system, help establish a research practice through hiring a Senior User Experience Researcher, and grow the team from 5 designers to over 15 designers in 12 months.

### Senior Product Designer • Dialpad

October 2018 – March 2020

Worked with product managers, engineering leads, and senior staff to help drive design innovation throughout our products; regularly engaged in reviews and mentoring designers; help document and codify design styles for both design and engineering; and help communicate design efforts throughout the company.

Achievements I am most proud of are: launching a complete product redesign of UberConference, a conferencing tool, with video and Voice Intelligence (AI) within 11 months of my hire date, resulting in an 8% increase in desktop app usage; spearheaded the creation of Dialtone, Dialpad's design system; and led efforts to update and improve Dialpad's flagship app.

### Senior Product Designer • Stack Overflow

July 2013 – September 2018

Responsible for designing top-end solutions across multiple products. I worked on almost every team at one point, impacting millions of developers every day. I regularly engaged in brainstorming activities, design discovery, user research, workflows and wireframes, visual design, interactive design, and implementing design solutions into HTML & CSS.

Achievements I am most proud include being the creative lead for the company's brand refresh (2015); spearheading the creation of Stacks, Stack Overflow's design system (2016-2018); and helping successfully launch Stack Overflow for Teams, a private knowledge sharing platform for teams, achieving \$1M in sales within 6 months of its public launch.

### Design Lead • The Original Internet Company

March – June 2013

Joined a pre-seed startup. Responsible for brand development, workflows, visual designs, and implementing ideas with the engineers.

### Senior Experience Designer • AndCulture

April 2006 – February 2013

Worked with various clients at a full-service digital agency with work ranging from photography, branding, outdoor and newspaper advertisements, various print pieces, interactive kiosks, marketing websites, and multiple browser-based product applications.

Past roles include UX Designer, Art Director, and Senior Art Director.

### Marketing Designer • NetComm Solutions, Inc.

August 2003 – January 2006

In-house marketing designer role supporting all company and sales activities primarily through digital mediums such as websites, interactive CDs, kiosks, and email campaigns.

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#### AWARDS

2011 SXSW Interactive Awards,  
Business Category Winner –  
GetSatisfaction.com

#### SKILLS

Product Design  
System Thinking  
Experience Design  
User Interface Design  
Wireframes  
User Research  
Brainstorming  
Session Moderator  
Brand / Identity Design  
Documentation  
HTML  
CSS / LESS / SASS / SCSS  
JavaScript / VueJS / jQuery

#### TOOLS

Pen / Paper  
Figma  
Sketch  
Adobe Photoshop  
Adobe Illustrator  
Adobe InDesign  
GitHub  
Google Docs / Sheets

## Education

### Bachelor of Arts, Communication Arts • Cedarville University

*With emphasis in Multimedia Technologies*  
1999 – 2003