

Brett Grau

SaaS Product Design & User Experience Leader

BrettGrau.com

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EXPERIENCE

Resilia — Director of Design/Product Design Manager

FEB 2020 - JAN 2024 • NEW YORK, NY (REMOTE)

Head of design reporting to CTO, partnered with executive leaders including the VP of Product, VP of Engineering, and VP of Customer Success to define and execute product roadmap to achieve \$15M in ARR.

Joined during series A as employee number 6, hands-on in the end-to-end design and launch of new lines of business including the Tax Exemption, Non-Profit, and Fundraising platforms leading to \$8M+ in ARR.

Hired and nurtured a high-performance remote team of 6 Product Designers and UX Researchers, retaining top talent.

Launched cross-functional Voice of the Customer program, benchmarking customer satisfaction across features and services to drive \$10M in ARR in renewals and expansions.

Lead re-design of the internal design system to reduce engineering overhead and open new market opportunities with government grantmakers.

Originate — Design Director / Senior Designer

SEPT 2017 - JAN 2020 • NEW YORK, NY

Led end-to-end design and development of user-centered products, consistently exceeding clients' expectations, resulting in long-term contracts with enterprise companies and start-up brands.

Managed a team of two designers, responsible for their growth and progress.

Partnered with business development representatives, product, and engineering leaders to pitch and win 6 figure client deals.

Newsela — Senior UX Designer

OCT 2015 - AUG 2017 • NEW YORK, NY

Joined during series B as employee 68, launching multiple new-to-market offerings for the teacher experience. Leveraged user interviews and market research to influence product development and drive retention of enterprise customers. Managed both in-house and contracted designers.

Flightpath — Senior Interactive Designer

MAY 2012 - OCT 2015 • NEW YORK, NY

Created innovative design solutions for leading B2B brands.

SUMMARY

Hands-on design leader with over 12 years of experience launching human-centered products, and 6 years of building high-performance teams for B2B and SaaS companies.

SKILLS

Accessibility (WCAG 2.1, A11Y)

Cross-Functional Leadership

Design Strategy & Operations

Design Sprints & Workshop Facilitation

Design Systems

Design Tools (eg: Figma, Adobe)

Executive Partnerships

Information Architecture

Metrics & OKRs

Service Design

Team Building & Performance Management

User Experience Design

User Research

EDUCATION

Maryland Institute College of Art, BFA in Interaction Design and Art