



# Sean Mitchell

## PRODUCT STRATEGY & SYSTEMS DESIGN

Senior UX Product Designer with 10 years of experience leading enterprise products through strategy, systems thinking, and cross-functional collaboration. Specialized in complex operational workflows across Auto Care, Pharmacy, Vision Center, and Store Operations.

### Walmart Inc.

#### Experience

- Senior UX Product Designer | 2022 - Present
- UX Designer | Oct 2016 - 2022

#### SELECTED IMPACT

- Reduced Auto Care technician data-entry time by **50%** across workflows supporting **90,000+** daily services.
- Assumed **product leadership responsibilities** across major Auto Care initiatives, helping drive roadmap prioritization, stakeholder alignment, requirements definition, and product strategy.
- Unified **7** store operations applications into a streamlined platform experience, reducing workflow fragmentation.

#### VISION CENTER

- Led end-to-end design of a prescription fulfillment platform, delivering engineering-ready specifications in under five weeks to support critical workflows.
- Drove product direction and design to production for a Home Office pricing and discount management platform supporting vision product lines, aligning business requirements, and operational workflows.
- Rapidly acquired domain expertise in the vision industry to lead the design of a contact lens catalog management system, simplifying complex product administration workflows for internal teams.

#### PHARMACY

- Led end-to-end design initiatives across prescription delivery, computer vision-assisted prescription filling and verification, and excess inventory return programs, helping modernize pharmacy operations at scale.

#### AUTO CARE

- Partnered with business, engineering, and operations leaders to define requirements, prioritize initiatives, and shape product strategy across major Auto Care programs.
- Led strategy, workflow definition, and UX design for a technician service platform that reduced technician data-entry time by 50% while supporting workflows handling more than 90,000 automotive services daily.
- Partnered with a small cross-functional team to design and launch a tablet-based service intake application, modernizing the customer check-in experience for automotive service associates.

#### STORE OPERATIONS

- Owned UX improvements across a portfolio of 11 mobile store management applications supporting operational and performance reporting throughout Walmart stores.
- Designed a unified store operations platform that consolidated functionality from 7 separate applications into a single streamlined experience, reducing workflow fragmentation.

### Soapbox Agency

#### Student Work

- Graphic Illustrator | May 2015 - Jul 2016

Produced commissioned company branding, illustrations and visual assets for animated advertising campaigns.

### Portfolio & Contact

- seanmitchelldesign.com
- (360) 670 - 2420
- seanmitchell90@gmail.com

### Education

- BYU-Idaho
  - BFA, Graphic Design | 2012 - 2016

### Skills

- Product & Design
  - Product strategy
  - User Experience Design
  - Stakeholder Alignment
  - Roadmapping
  - Service Design
  - Product Discovery
  - Systems Thinking
  - Journey Mapping
  - Information Architecture
  - Accessibility Standards
  - High Fidelity Prototyping
- Research
  - User Interviews
  - Usability Testing
  - Competitive Analysis
  - Heuristic Evaluation
- Leadership
  - Stakeholder Management
  - Cross-functional Leadership
  - Executive Communication
- AI & Emerging Technologies
  - AI-Assisted Design
  - Prompt Engineering
  - AI Workflow Design
  - Human-AI Interaction
  - AI Risk Assessment
- Software
  - Figma, FigJam, Jira, Confluence, Protopie, Adobe Suite, VS Code, Codex, Claude Code, GIT, HTML, CSS.