

Christy Ennis-Kloote

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Driven to find system-thinking solutions to design challenges by creating a work environment that is fast-paced, meaningful, and encourages taking risks with progressive ideas, together in a cross-functional team.

Education

Western Michigan University

BS, BA, Industrial Design, German, Art, 1997 - 2002
Activities and Societies: IDSA Student Chapter Co-Chair

Kunsthochschule Berlin-Weissensee - Hochschule für Gestaltung

Industrial Design Exchange Student, Industrial Design, German Language, 1999 - 2000

Skills & Expertise

Public Speaking,
Project Planning,
Work Proposals,
Crafting Service Offerings,
Talent Development,
Conflict Management
User Research,
Product Strategy,
Product Roadmaps,
Multi-Platform Experiences,
Information Architecture,
Interaction Design
Framing Design Direction,
User Experience Design,
Wireframes,
System Design,
IoT Experience Design,
Sketching
Community Organizing

Experience

Principal, Design Practice Manager at OST - Open Systems Technologies, Inc.

Jul 2018 - Present

Today I focus my time on leading and managing the Professional Services Design Practice which consists of up to 25+ team members across two geographies which includes Research Service Design and Design Thinking to Interaction Design in Agile Delivery teams. For the business, I am tasked to achieve practice goals including sales, GM, and utilization. Daily activities revolve around ownership of thought leadership, market pricing, and delivery strategy for the practice and across OST's multidisciplinary teams while also ensuring culture and business goals are aligned through behaviors and outcomes. Growth and development of the team is also a key focus to ensure constant evolution to meet the needs in the ever-changing consulting market.

Director of Product Design at OST - Open Systems Technologies, Inc.

Nov 2017 - Jul 2018 (9 months)

Through acquisition of Visualhero becoming Open Digital an OST offering, I built frameworks to guide entire user experiences and leading special/innovation projects while identifying new opportunities for value creation. When the developing product strategy, I collaborated with product owners and stakeholders to understand the problem and offer solutions in balance of the larger program offering. I worked with clients and stakeholders to bring the team you need to balance internal expertise. I discovered my passion working within all levels of the organization to mentor other contributors and leaders to develop new practices and thought leadership that increased value for experience design. My focus was Connected Solutions and Product Design where I connected strategy and vision with day-to-day practicality.

Instructor of Product Design at coLearning Professional Education

Jan 2018 - Jun 2018 (6 months)

Students explore the product design and development process from brand-new startup phase to the relaunch of a current product. The students learn to articulate how the design and development of a product align with the organization's business goals and vision. Course participants practice collaborating in small teams with product owners to apply new methods to a single real-world product.

Director of Experience Design at Visualhero

Feb 2013 - Dec 2017 (4 years 11 months)

Worked closely with clients large and small to discover opportunities in the unknown, where we can make meaningful and engaging experiences for end users and product owners. Developed new patterns and practices, enhancing methodological toolkit. Used facilitation skills to engage cross-functional teams in strategy, communications, and design of services. Managed teams of designers to delegate work in agile cross-functional environments on a family of products simultaneously. Lead the delivery of shipped products from embedded systems, web apps and mobile experiences, and connected solutions.

Lead of Graphic Design | User Interface at Tiger Studio

August 2006 - February 2012 (5 Years, Six Months)

Lead and represent Graphics / UI teams in UI behavior/experience, visual theme, brand identity, marketing strategy, business development, project approach/planning, estimates/proposals, project schedules, creative direction, and team workload.

Organizations

MidWestUX19 2019 Organizing Chair August 2018 to December 2019

Oversight and direction for the 2019 conference plan which includes curation of the 2019 program, identifying committee leads, engaging community for balanced representation, and managing budget oversight or sponsorship and ticket sales.

Ladies That UX Co-Founder October 2015 to October 2017

Through UX and design-focused events and meet-ups we encourage our members to engage in meaningful conversations, network with other local professionals, and develop new insights into UX processes and practices.

IxDA Grand Rapids Local Lead March 2014 to December 2020

Providing opportunities & platforms to gather & advance the discipline of interaction design for our local community.

MidWestUX13 Volunteer Chair August 2012 to November 2013

Work with local and midwest UX community talent. Developed and coordinated outreach plan to staff and plan volunteer needs for the

AIGA - West Michigan Sponsorship Chair April 2009 to August 2010

Worked with board to approach and build sponsorship offerings (annual and event specific) for support of the local chapter.