

SHAR'NEE CADE

EXPERIENCE DESIGN LEADER

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A seasoned design leader with over 13 years of experience, I specialize in technology, people operations, and user-centered design. With 9 years focused on UX strategy and digital transformation, I effectively lead cross-functional teams to develop innovative solutions. My equitable leadership style emphasizes coaching, user advocacy, and bridging strategic goals with practical execution. I am adept at leading cross-functional collaboration with technology, product, and business teams to create innovative, user-centric solutions in fast-paced and dynamic environments.

WORK EXPERIENCE

Master's of Science (Sc.M.) in Technology Leadership | Brown University | Providence RI | 08/2024 – Current

Design Operations Manager | Principal Financial | 10/2021 - 04/2024

Responsible for developing, documenting, implementing, and scaling human-centered design best practices that drive digital transformation, focusing on aligning strategic design initiatives across product, technology, and business units domestically and internationally.

- Partnered closely with CX, product, engineering, data, and executive stakeholders to prioritize product roadmaps and ensure UX design solutions meet both customer needs and business objectives.
- Established a feedback ecosystem with business units and technology partners to drive iterative improvements and seamless execution.
- Spearheaded UX Learning & Development workshops that guided team members through strategy, research, alignment, and design execution.
- Conducted design critiques and workshops to build a culture of open feedback, skill development, and growth.
- Supported team development by mentoring in advanced design methodologies, including Design Sprints, the Double Diamond framework, and Inclusive Design principles.
- Established and maintained a robust UX metrics framework to quantify success, aligning UX goals with broader enterprise strategies.
- Founded "Design Rangers," a UX design community for BU stakeholders, fostering a collaborative network that enhanced ideation and minimized conflict at points of intersection.

Design Lead, UX

Led the design strategy and execution of digital capabilities across multiple product teams, aligning customer and business goals, and then translating them into human-centered design solutions and digestible concepts.

- Developed a strategic UX metrics program to measure and showcase design impact on key business KPIs, fostering alignment with enterprise goals.
- Championed user-centered design by implementing design thinking and discovery sessions to address customer pain points and improve user experiences.
- Created detailed user flows, wireframes, journey maps, and interaction models that translated complex requirements into simple, engaging experiences.
- Developed low to high-fidelity prototypes to support iterative testing, ensuring that designs aligned with both user needs and business objectives.

- Articulated design decisions through storytelling, building understanding and support across teams, and ensuring alignment on key project goals.

Product Owner

Accountable for formulating a robust product team strategy centered around fostering an agile mindset emphasizing Design thinking principles.

- Designed and managed end-to-end product and business experience, taking full ownership of their life-cycle, including adoption, customer experience, and cost management.
- Transitioned the product team from Waterfall to an Agile workflow and implemented cross-functional strategic and business planning processes that drove the organization's digital transformation across the enterprise.

Principal UX Engineer

03/2018 - 12/2021

QRI Group

Evaluate the existing external marketing website and collaborate with the executive staff to develop and implement a new approach.

Principal UX Designer

06/2019 - 09/2021

eFuneral

Responsible for the brand redesign initiative in collaboration with business unit leaders and executive stakeholders, strategically enhancing the organization's market position, and optimizing the user experience for 50 million users.

Front End Engineer

06/2017 - 09/2018

Poetic Systems

Developed marketing websites using full-stack expertise in Drupal. Customized front-end user experiences with HTML5, CSS3, and JavaScript. Collaborated with designers and project managers to convert Webflow designs into dynamic websites. Gained experience in developing Drupal modules and working with the Drupal platform.

Career Developer / Director of Diversity

12/2011 - 06/2016

Dev Bootcamp

Led the onboarding and ongoing Career Developer training program, driving initiatives to improve and optimize learning and development for adult learners transitioning into Software Engineering after graduation.

PROFESSIONAL DEVELOPMENT

Design Thinking and Innovation

Remote | 2022

Harvard Business School Online

Front End Development Bootcamp

Houston, TX | 2016

The Iron Yard

EDUCATION

MS Technology Leadership | Brown University

Providence RI | 08/2024 – Current

BS Business Administration and concentration in HR Management | Fordham University

Bronx, NY | 08/2005 – 09/2013