

Mike Schindler

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Senior UX & Product Design Leader

AI Product Design • Design Systems • Service Design • Enterprise SaaS • Telecommunications • Government • Healthcare

Design and experience leader with 15+ years of experience building products, teams, and operating models across healthcare, government, financial services, logistics, and telecommunications. Currently leading AI-powered customer experience initiatives at Comcast, helping shape conversational, agentic, and service-driven experiences through design strategy, governance, and cross-functional leadership.

DESIGN EXPERTISE

UX & Product Design

Product Design • Interaction Design • Design Systems • Responsive UI • Figma • Claude • Prototyping • WCAG 2.2

Research, Strategy & Systems

Human-Centered Design • User Research • Journey Mapping • Design Strategy • Service Design • AI-Integrated UX

Leadership & Delivery

Agile teams • Dev collaboration • OKRs • Stakeholder alignment • Practice mentorship • Cross-functional facilitation

PROFESSIONAL OVERVIEW

Design Lean, Experience Strategy | Comcast (Via Think Company)

2025–Present

Lead experience strategy for Comcast's Xfinity Assistant (XA), an AI-powered customer support ecosystem, defining conversational experiences across service, repair, billing, sales, retention, and activation journeys.

- Partner across product, engineering, content, accessibility, and AI platform teams to establish scalable interaction patterns, experience principles, and governance practices that drive consistency across multiple customer experiences.
- Guide cross-functional discovery, service design, research, and experimentation efforts to reduce ambiguity, align stakeholders, and inform strategic decisions for emerging AI-powered products and services.
- Drive the evolution of conversational design systems and structured UI frameworks, ensuring accessibility, scalability, and alignment with Comcast's broader customer experience ecosystem.

Director of User Experience, Delivery | Unisys

2023–2025

Led UX strategy and agile product design across enterprise B2B SaaS platforms, aligning senior stakeholders to scale systems, accelerate innovation, and drive measurable outcomes in complex product ecosystems, including responsive web, mobile, and AI-assisted products.

- Directed UX Community of Practice, mentoring 30+ global designers in human-centered design and product innovation—boosting engagement by 60% and advancing design maturity through systems thinking and practice leadership.

Senior Experience Strategist | Merck Inc (via Klick Health)

2022–2023

Led experience design strategy across two Agile Marketing teams at Merck, ensuring intuitive, human-centered UX for their top vaccine campaign preventing HPV-related cancers. Driven by mission-led experiences that empower people and simplify complexity.

- Directed user research and accessibility audits across omni-channel journeys, delivering inclusive, insight-driven experiences for both patients and providers. Credited for proactive leadership, accelerating Merck's mission to reach 100M+ vaccinated Americans.

Lead UX Designer – CX Consultant | Highmark

2013–2022

Managed and mentored UX teams delivering user-centered solutions for members, providers, and employers—driving stakeholder alignment, accessibility, and research strategies that reduced support calls, improved user satisfaction, and streamlined delivery.

- Authored Highmark's Design Thinking Toolkit and led cross-functional workshops to align delivery teams on user needs, feasibility, and business goals across 100+ healthcare apps. Known for coordinating holistic design systems and collaborative design methods.

Lead UX Designer | D&H Distributing

2012–2013

Delivered best-in-class e-commerce solutions across native mobile and web for a \$6B B2B wholesale distributor, partnering with Amazon, Lenovo, and Walmart to deliver scalable, high-impact solutions across technology and supply chain verticals.

- Designed and tested rapid Axure prototypes to align cross-functional teams, validate usability, and accelerate time-to-value.

Lead UX Designer & Usability Specialist | Social Security Administration

2010–2012

Led UX strategy across federal and contractor teams to modernize the nation's largest benefits platform, delivering accessible, user-friendly solutions that serve 300M+ Americans from birth through retirement. Reputation for methodical high-stakes delivery.

- Collaborated with IDEO and the Office of Innovation on a presidential mandate to transform public service through design.

Senior Customer Experience Designer | PHEAA

2006–2010

Established UX practices from concept through launch across responsive web and mobile experiences, improving accessibility and simplifying financial aid, loan repayment, and the first electronic PA State Grant form for millions of students.

- Played a pivotal role in securing a major federal servicing contract by driving research-led UX strategy, aligning cross-functional teams, and demonstrating user impact through streamlined digital tools for students and families.

Web Product Manager | Rite Aid

2003–2006

Directed cross-functional collaboration with Marketing, Engineering, and agency partners to redesign riteaid.com and unify experience.

- Designed pharmacy and retail UX solutions spanning prescription tools, eCommerce flows, and in-store Point of Sale systems.

EDUCATION AND CERTIFICATES

Bachelor of Fine Arts, Indiana University of PA • **Advanced Figma**, Maven, 2024 • **Enterprise Design Thinking for AI**, IBM, 2024 • **Human Centered Practitioner**, Luma Institute, 2022 • **Forrester CX Pro (CX-1)**, Forrester Research, 2019