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| |  |  | | --- | --- | |  | Binaebi Akah Calkins  Experience architect focused on products and people | | |
| |  |  | | --- | --- | |  | Profile Wide-T problem-solver who delights in crafting intuitive solutions within ambiguous domains across search engines, SaaS, and enterprise solutions. My lens on strategy & operations is informed by user experience, computer engineering, and entrepreneurship methods. Recognized as a 'disruptor for good', I facilitate empathetic cross-functional collaboration to define and  prioritize user needs and product strategy, with a commitment to accountable teams delivering valuable, inclusive, responsible, user-centric experiences. |  |  |  | | --- | --- | |  | Employment HistorySenior XD Delivery Lead at OCLC, Dublin, Ohio November 2022 — Present  Hybrid program manager and experience architect  for the Enterprise XD team, covering research, design, accessibility,  and UI development disciplines across three lines of business and  internal projects.**Contributions led to a delivery rate improvement from 78% to 96% in one fiscal year.**Responsibilities include  building weekly design sprints, project completion trackers, and  supporting resourcing conversations by providing unique views into  project data. As needed, will pop into projects to help get things back  on track, coaching and mentoring team members as they traverse the OCLC  universe of discovery, delivery, and metadata workflows. Functional admin for corporate use of Figma and Miro. Manager, UX Design at OCLC, Dublin, Ohio September 2019 — October 2022  Resource manager supporting initiatives across all lines of business. Advocated for data-driven decision-making, and inclusive, accessible, international audiences. Recruited, hired, and coached mid-level and senior design talent to produce work on time and within budget. Created OCLC's accessibility audit spreadsheet, introduced accessibility ops and awareness program, which led to new specialist role for the company. Full time. Lead UX Designer at OCLC, Dublin, Ohio May 2017 — August 2019  Facilitated strategic conversations across product, tech, user research, and visual design to address academic research discovery/fulfillment needs of users/staff across hundreds of libraries. Managed two senior experience designers and acted as team project manager. Lead design and research strategy for first ever OCLC app supporting, educating, and empowering library student workers. Full time. Senior UX Designer at OCLC, Dublin, Ohio May 2013 — April 2017  Integrated with product, visual, and tech teams to innovate interaction patterns. Lead content-first sessions for new product offering impacting a network of over a thousand libraries. Maintained consistency across end user product family suite. Constructed design artifacts and prototypes supporting developer teams, customer insight sessions, and user research initiatives. Full time.  *.* User Experience Designer at WD Partners, Dublin, Ohio June 2011 — May 2013  Managed small design team to meet project dates under budget. Developed standard hand off artifact consolidating sitemap, wireframes, and creative designs for developer contractors. Performed usability studies to improve user journeys for The Home Depot app and Chiquita.com. Full time.  **Clients**: Office Depot, Peter Piper Pizza, Vail Resorts, X-ACTO, The Home Depot, Chiquita, Nationwide Insurance, Zoe's Kitchen, Pottery Barn, Scotts. Usability Analyst (contract) at Nationwide Insurance, Dublin, Ohio June 2010 — May 2011  Moderated monthly RITE usability sessions with 12 – 15 in-person participants, consisting of disparate topics across all lines of business, e.g. automated voice systems. Translated findings into highlight reels, infographics, reports, and recommendation tables for steering committees. Reduced team training hours by creating process diagrams and report templates. Full time. |  |  |  | | --- | --- | |  | Career development UX Management: Strategy & tactics; Accessibility: How to design for all; Facilitation skills for managers & leaders; UX Design Ops: Measuring success; Project portfolio management foundations; DesignOps Summit 2023 |  |  |  | | --- | --- | |  | EducationHuman computer interaction design, MS 2010, Indiana University - Bloomington Computer Science Engeering, BS 2008 The Ohio State University. Minor in English | |  | Details Columbus, Ohio, United States  [info@siriomi.com](mailto:info@siriomi.com) Links [Portfolio](http://siriomi.com) Core capabilities Cross-functional operations: Project management, process improvement & implementation, design team metrics  Design maturity & strategy: Facilitation, planning, maturity metrics, scaling systems  People: Team health, retros, hiring, onboarding, retention, culture, education & training  Communication: Design strategy, show & tell, design reviews, reporting & presentations, influence & inclusion  Resource support: Tools and agreements, documentation, team outings  Methods & tools: Agile, kanban, service design, systems thinking, event & status based tracking; Figma/Figjam, Miro, Jira, Notion, Confluence, Google Workspace, Microsoft Office Hobbies Author of cozy Victorian fantasy. Lindy hopper. Photographer. DIY weekender. Languages English |