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 History

Senior 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.

Details

Columbus, Ohio
United States
info@siriomi.com

Links

Portfolio

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.

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.

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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

⬥ Education

Human computer interaction design, MS 2010

Indiana University - Bloomington

Computer Science Engeering, BS 2008

The Ohio State University. Minor in English