Dillon Hickey

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Objective

UX and product design leader with a focus on mobile experiences, AR technology, and user-centered strategy. Skilled in bridging business goals with intuitive design to empower users and drive measurable impact.

Skills

UX and Product Design
- UX/UI Design
- User Research
- Prototyping
- Wireframing
- Responsive Design
- Mobile Optimized Design
- Design Systems
- Typography
- Visual Design

Tools
- Figma
- Sketch
- Adobe Creative Cloud
- Atlassian Suite

Development and Prototyping
- Unity
- C#
- HTML5, CSS3, JavaScript

Leadership and Strategy
- Organizational Leadership
- Project Management
- Creative Problem Solving
- Cross-Functional Collaboration

Patents

- Patent Pending: Dynamic Trail Camera
- Patent Pending: Trail Camera Heatmap

Education

Savannah College of Art and Design, Atlanta, GA
M.A. in Creative Business Leadership
Graduation Date: May 2021

Savannah College of Art and Design, Atlanta, GA
B.F.A. in Graphic Design
Focus in User Experience Design
Minor in Business Management and Entrepreneurship
Graduation Date: May 2020

Cornell University
Certificate in Project Management
Completion Date: August 2020

Employment History

Head of Design
Jan 2024 – Present, GSM Outdoors

San Diego, CA

- Oversee UX/UI design for GSM's mobile app suite, scaling the team 3x into a high-performing international design team
- Lead strategy, research, and delivery for smart outdoor devices and app features contributing to 27% increase in app-driven revenue
- Collaborate with product managers, developers, and executive stakeholders to align design, business strategy, and customer needs
- Streamline design operations and establish design systems to enable consistency and accelerated delivery across 5+ mobile and web apps

UX Designer III (Contract)
Jun 2022 – Aug 2023, BlueJeans by Verizon

San Diego, CA

- Led designs for Meetings products resulting in 4% increase in Q score
- Collaborated with design stakeholders, developers, and product managers to streamline output efficiency by 50%
- Conducted and leveraged user research and testing for new feature creation, including actionable feedback from end of meeting surveys for feature improvement
- Supported design troubleshooting, maintenance, and quality assurance
- Effectively communicated next generation feature designs through spec sheets and presentations to senior leadership and stakeholders
- Clearly and concisely articulated ideas to management to ensure direction and efficacy across products

Founder, Head of Product Design
Apr 2020 – Jan 2022, AREngaged

Atlanta, GA
- Built augmented reality education technology platform from conception to launch within 1.5 years
- Created all necessary content to launch business across the country
- Established relationships with investors and customers to further progress business and build relationships while assembling necessary proposals, plans and decks for effective communication
- Oversaw and managed multifaceted, lean team to keep expenses low with high results featuring a basic functioning prototype and scalable business model