

# Serena Chechile Nichols

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## SUMMARY

Distinguished Engineer with 30+ years of experience in Product Management, User Experience, customer collaboration around product needs, and UI development, predominantly in enterprise IT software. In addition to design, research and front end development skills, brings experience providing product and project management, project planning, creation and implementation of design systems, mentoring and leadership skills to the projects and teams. Most profound impact is building coalitions.

Self directed leader capable of leading teams and working as an individual contributor. Passionate about collaborating with customers around their needs and defining the best user experience to achieve those goals. Thrives on collaborating across groups to define the vision of future solutions, products and features.

## EXPERIENCE

### **Red Hat**, Westford MA

#### *Distinguished Engineer, DevTools Experience Product Manager*

MAR 2020 - PRESENT

- Responsible for improving the Developer Experience when using Red Hat OpenShift, an enterprise-ready Kubernetes. Drive cross portfolio end to end experiences.

#### *Distinguished Engineer, DevTools UXD Lead*

JULY 2018 - MAR 2020

- Responsible for execution of all UX deliverables associated with Red Hat Developer Tooling
- Drove consistency and design throughout the product portfolio, utilizing PatternFly
- Worked closely with product management, use case architects and UI developers
- Promoted a collaborative environment to guide Red Hat products to be more design driven

#### *Sr. Principal Engineer, UX Strategist*

SEP 2014 - JUL 2018

- Led UX strategy for the management portfolio and OpenShift, including ~20 UX members
- Partnered with members of Product Management to pilot the Design Exchange Program, to collaborate with customers around the user experience of products

### **EMC**, Hopkinton MA

#### *Consulting Engineer, UXD Lead*

#### *Sr. Principal Engineer, Front End Developer*

## EDUCATION

### **MS, Human Factors & Information Design**

BENTLEY UNIVERSITY

### **BS, Computer Science**

UMASS DARTMOUTH

## DETAILED RESUME & PORTFOLIO

Available on request