

## CONTACT

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Sammamish, WA

LinkedIn:

<https://www.linkedin.com/in/mike-servais-4a4120/>

Portfolio:

<http://narthaex.com/portfolio/>

Pattern Library:

<http://narthaex.com/pattern-library/>

Current work website:

<https://partner.microsoft.com/>

## CAREER HIGHLIGHTS

- Redesigned Microsoft websites including Partner Center, Developer Network, TechNet, Expression, and WinQual
- Launched Microsoft Forums, Avanade Component Architecture Portal, and over a dozen new startup websites
- Created Microsoft SharePoint demo for Microsoft Executive Briefing Center

## SKILLS

HTML5, CSS3, JavaScript, Bootstrap, JQuery, Prototyping, Wireframing, Interactive Design, Responsive Web Design, User Centered Design, Balsomiq, Adobe Creative Cloud, Agile Methodologies

In progress: React, Sketch

# Mike Servais

## USER EXPERIENCE DESIGNER

Over 20 years of experience coding, producing, designing, and program managing websites and online applications at small startups and large corporations. Problem solver, passionate about creating quality solutions for complex digital experiences. Leading virtual teams, thriving in the end to end collaboration process of launching software.

## WORK EXPERIENCE

August 2013 – Present | Microsoft | Redmond, WA  
User Experience Program Manager

- Launch Microsoft Partner Network and Microsoft Inspire event website redesigns
- Drive the technical requirements for branding, RWD, performance, scalability, SEO, and accessibility
- Collaborate with Planning, Design and Engineer teams to create components that ensure customer success
- Scrum Product Owner managing onshore and offshore development teams to implement presentation layer architecture and UX components
- Ensure the best practices for cross discipline deliverables to reduce confusion and improve quality
- Develop the interactive pattern library to provide documented guidance for the proper development, deployment, and authoring governance for the platform

May 2012 – August 2013 | Apptio | Bellevue, WA  
Senior User Experience Developer

- Launched Cloud Express website and redesigned Apptio enterprise application
- Developed rapid, light weight, high fidelity prototypes to validate conceptual designs provided by Planning
- Develop presentation layer architecture for performance, localization, and cross browser consistency

## AWARDS

- Microsoft Lighthouse Award for Teamwork
- Microsoft Gold Star Bonus

## QUOTE FROM CORPORATE PEER REVIEW:

*"I have the utmost respect for Mike. His technical skills are absolutely top-notch; he combines a deep understanding of technical nitty-gritty with a solid grasp of best practices. Best of all, Mike is a tireless advocate for doing the right thing: creating code that is flexible and maintainable, fixing old crafty workarounds that have persisted, adding new accessibility features for our customers. Mike manages an incredible workload with grace and good humor. He's an excellent communicator and a thoughtful partner in collaborating to get the necessary work done. He's creative, hard-working, and focused. It's a genuine pleasure to work with Mike."*

July 2006 – May 2012 | Microsoft | Redmond, WA  
User Experience Designer

- Developed the presentation layer architecture for MSDN, Microsoft TechNet, and Microsoft Expression websites
- Drove cross team collaboration to ensure usability, accessibility, appropriate navigation and page layout
- Created style guides, authoring guidance, and support documentation

April 2004 – July 2006 | Microsoft | Redmond, WA  
Site Manager

- Launched Windows Quality Online Services (WinQual) redesign
- Designed user experience and owned cross team collaboration for WinQual production, WinQual Submission Tool, and WinQual Help

October 2002 – April 2004 | Microsoft | Redmond, WA  
Solution Developer/Systems Engineer

- Created Microsoft SharePoint demo highlighting product improvements and new features of Microsoft Office

November 2000 – July 2002 | Avanade | Seattle, WA  
Web Developer/Producer

- Developed UI, documented production and operations, created end-user education for Intranet and Avanade Component Architecture Portal

January 1997 – May 2000 | Pro2Net | Seattle, WA  
Lead Web Developer

- Created, maintained, and redesigned ADP Emerging Business, AccountingNet, AccountingJobs, AccountingStudents websites

## EDUCATION AND CERTIFICATIONS

- Certified ScrumMaster (CSM)
- Microsoft Certified Professional (MCP)
- Bachelor of Arts in English Literature, University of Washington

## REFERRALS AND RECOMMENDATIONS

Dan Rippey, Director of Engineering, Microsoft

Daniel.Rippey@microsoft.com

(425) 705-2291

Ryan Prins, Client Director, Account Leadership, Avanade

Ryan.Prins@avanade.com

(206) 372-6331

*"You are the best HTML & CSS developer I have ever worked with. Your work is consistently of the highest quality, and you are dedicated to our team. You do whatever it takes to get the job done, and you work hard to make sure that everyone's needs are met."*

Jeff Day, Microsoft Manager

Quotes from corporate peer review:

*"Despite being constantly pulled in many directions and needing to balance internal and external pressure to get design work implemented across multiple platforms, Mike is always available to help with something urgent, and will often work through a problem with me to make sure it is right. He also is a valuable advocate for the customer, which can be difficult when the rest of the working group is driving to a deadline."*

*"Mike is a true joy to work with. He is knowledgeable in his field, and listens to others' perspectives and issues before making decisions or changes. Can we have more Mikes please?"*

*"I really appreciate that Mike always takes the time to ask "Is this the right thing to do" before starting on a requested project or change. If only more people in the org asked those kinds of questions..."*