

Mark Mihalik

Fleming Island, FL | 330-690-9726 | mpmhali@gmail.com | linkedin.com/in/mpmjmr

UX Director | Solutions Consultant | SaaS & Digital Experience

Customer-facing digital experience leader with 8+ years of experience across agency, e-commerce, SaaS, and enterprise web platforms. Experienced in stakeholder presentations, product collaboration, usability, QA, platform support, and translating business goals into clear digital solutions.

Core Skills

Solutions Consulting, Product Demonstrations, Stakeholder Presentations, SaaS Collaboration, Enterprise Web Platforms, UX Strategy, UI/UX Design, Information Architecture, Usability Testing, QA, Content Strategy, E-commerce Operations, Cross-functional Leadership, SEO, Digital Product Delivery

Experience

UX Director

Kris Chislett Design | Apr 2021 – Present | Jacksonville, FL

- Lead UX strategy across 400+ client projects, translating business goals into intuitive digital experiences.
- Partner with stakeholders across branding, web design, and creative production to improve usability and delivery workflows.
- Present recommendations and experience solutions that support customer-facing digital initiatives.

Sr. UI/UX Designer

Aptitude 8 | Feb 2024 – Apr 2024 | Remote

- Supported the launch of HubSpot's Behind HubSpot AI initiative, refining structure, content flow, and interface clarity for a public-facing SaaS experience.
- Collaborated with product and engineering teams to align user needs, business goals, and implementation constraints.
- Improved how complex product information was organized and presented.

Assistant Online Business Manager, Media & Retail

Fanatics, Inc. | Nov 2019 – Apr 2021 | Jacksonville, FL

- Managed e-commerce execution for Walmart and Nike partnerships, serving as a key liaison between internal teams and external stakeholders.
- Coordinated campaigns, launches, and creative production while balancing partner needs and business priorities.
- Helped address partner-facing business and platform questions in a high-volume retail environment.

User Experience Specialist

Fanatics | Feb 2016 – Nov 2019 | Jacksonville, FL

- Led QA and usability efforts across desktop, mobile, and app experiences for high-traffic digital properties.
- Worked cross-functionally to improve user experience, issue resolution, and launch execution.
- Supported front-end-adjacent product delivery through testing, SEO awareness, and experience optimization.

Web Communications Editing Assistant

Kent State University | Aug 2015 – Dec 2015 | Kent, OH

- Assisted in editing and publishing web content for Kent State's university websites.
- Worked within Drupal to create, format, and QA updates across public-facing pages.
- Supported web communications work in a university environment.

Web Content Manager

Cogneato | Oct 2014 – Feb 2016 | Akron, OH

- Managed content production, maintenance, and client onboarding for a custom-built CMS platform.
- Supported dozens of client sites across creative, nonprofit, and industrial sectors.
- Balanced content operations, client requests, and technical web workflows.

Business and Database Analyst

Akron Children's Hospital Foundation | Feb 2014 – Oct 2014 | Akron, OH

- Supported fundraising and donor research teams by maintaining and analyzing data in Blackbaud Raiser's Edge.
- Focused on data accuracy, reporting, and segmentation.
- Contributed to database-driven nonprofit operations and reporting.

Configuration Management Analyst

The MIL Corporation | Jul 2011 – Mar 2012 | Charleston, SC

- Maintained change request tracking systems and supported software deployment processes within a secure government environment.
- Worked on process discipline, documentation, and controlled release workflows.
- Supported systems administration and change management activities.

Technical Support Specialist

The MIL Corporation | Aug 2010 – Jul 2011 | Charleston, SC

- Provided Tier II support for financial and embassy systems.
- Supported global users across federal platforms and contributed to technical documentation and training.
- Resolved technical issues in a high-accountability environment.

Technical Support Specialist

Blackbaud | Sep 2007 – Aug 2010 | Charleston, SC

- Supported Blackbaud NetCommunity and web platform tools for nonprofit clients.
- Provided troubleshooting and customer success support for hosted CMS and web workflows.
- Built early SaaS and platform-support experience through client-facing technical support.

Education

Master of Science, Information Architecture & Knowledge Management | Kent State University | 2016

Bachelor of Applied Organizational Technology | The University of Toledo | 2011

Associate of Applied Business, E-Business Technology | Owens Community College | 2007