

Makana Dumlao

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Competencies

Entrepreneurial
Design Thinking
Teamwork
Interpersonal Savvy
Customer Focus
Marketing Skills
Communication Skills
Organizational Skills

Technical

UX/UI Design
Figma/Sketch
DevOps
Azure/Jira/GitLab
Graphics & Animation
Adobe Creative Suite/
Final Cut Pro
CAD
Solidworks/Fusion360/
Keyshot
Productivity
MS Office/iWork
CMS
Wordpress/Squarespace

Patents

US D833260S1

Online Portfolio

www.makanadumlao.com

Experience

Howso

UX Designer | September 2023 - February 2025

Lead design, branding, and user experience for Howso - An understandable artificial intelligence start-up.

- Managed rebrand alongside the open-sourcing of our machine learning engine
- Developed the design system for our platform and applications
- Conducted design research with customers to define product requirements
- Organized the backlog, lead daily standups, and performed other DevOps tasks
- Gained foundational understanding of artificial intelligence and machine learning
- Worked with engineers to build and ship product

Public Consulting Group

IT Project Manager | February 2018 - July 2022

Product Owner of numerous PCG Health products including electronic visit verification.

- Managed and lead teams of developers using an agile methodology
- Conducted design research to validate features and user interactions
- Defined technical requirements by drafting specs, user stories, and designs
- Worked with shareholders to define and prioritize new feature development
- Provide technical subject matter expertise in evaluating & crafting RFP responses

Careify, Inc.

Founder & CEO | July 2015 - February 2018

Responsible for the creation, vision, and acquisition of Careify, Inc. - A company that provided modern electronic visit verification technology for the home care industry.

- Performed market research and industry analysis
- Structured the company and secured angel funding
- Created technical specifications and led a team of developers
- Defined branding and led all marketing efforts

Bridgera

User Experience Manager | Feb. 2016 - June 2017

Worked with multi-national clients to design, develop, and deploy user-centric applications across a variety of platforms.

- Translated complex technical requirements into user-friendly applications
- Managed critical issues and feedback with clients and employees
- Led a team of designers and developers through varied client projects

Apple, Inc.

Mac Specialist | Aug. 2009 - April 2011

Performed sales and visuals merchandising tasks while mentoring new employees.

- Generated yearly revenue of over \$1 million in sales
- Provided exceptional customer service resulting in a NPS of 9.5 out of 10
- Acted as a mentor to new hires, and worked with regional new hire training

Education

Graduate Studies: Industrial Design | North Carolina State University | 2013 - 2015

B.S.B.A.: Entrepreneurship | Western Carolina University | Magna Cum Laude, Dec. 2008