

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
Sketch/InVision
DevOps
TFS/Jira/GitLab
Graphics & Animation
Adobe Creative Suite
CAD
Solidworks/Fusion360
Rendering
Keyshot
Productivity
MS Office/iWork
CMS
Wordpress/Squarespace

Patents

US D833260S1

Online Portfolio

www.makanadumlao.com

Experience

Public Consulting Group

IT Project Manager | February 2018 - July 2022

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

- Manage and lead teams of developers using an agile methodology
- Conduct design research to validate features and user interactions
- Design graphical user interfaces and workflows
- Define technical requirements by drafting specifications and user stories
- Work 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
- Created and implemented rebranding campaign
- 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

Volt Technical Services

Apple Campus Rep | March 2008-Nov. 2008

Acted as the brand ambassador responsible for campus-wide sales, support, marketing and training to students and faculty.

- Grew online sales by 25% year-over-year
- Consulted & trained faculty on the use of Apple's technology in the classroom
- Worked with students and parents to share and cultivate the Apple brand

Education

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

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

Study Abroad Experience | Avans Hogeschool | Breda, The Netherlands, 2007