

# Elizabeth Means

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## Professional Summary

Product and design operations leader with 10 years of experience building the systems that help teams do their best work. Path spans an art foundation, computer science, and a decade of full-stack engineering before discovering a passion for human-centered product development. Most recently led 0-to-1 product development for a WIC management information system, conducting 40+ discovery sessions, creating 100+ high-fidelity Figma mockups, and building design operations infrastructure while growing a cross-functional team from 4 to 10 with zero attrition. Completing the UX Research & Design certification from the University of Michigan. Drawn to roles where engineering, design, and culture intersect.

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## Certifications

**User Experience Research and Design** | estimated March 2026  
University of Michigan (Coursera)

**People Manager Qualification** | 2021  
Society for Human Resource Management (SHRM)

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## Skills

**UX Design & Research:** User Research, Stakeholder Interviews, Requirements Analysis, Wireframing, Prototyping, Design Systems, Information Architecture, User Persona Development, Journey Mapping, Accessibility Testing, Figma

**Technical:** TypeScript, JavaScript, Angular, HTML, CSS/Sass, REST API's, Git, Agile/Scrum, Jira, Confluence

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## Professional Experience

**WIC Product Manager** | Kunz, Leigh & Associates | 2023 - 2026

- Led product development for a 0-to-1 WIC management information system, serving as the bridge between 40+ SME discovery sessions, focus groups across three states, 100+ high-fidelity Figma mockups, and a cross-functional engineering team of 10.
- Built comprehensive design operations infrastructure, including a design system with WCAG documentation, UX writing guidelines, design process templates, design file standards, and a delegation playbook with RACI framework, enabling consistent delivery as the team scaled.
- Established a user-centered design process that reduces back-and-forth between stakeholders and developers through clearer requirements and visual mockups

- Gathered user feedback from WIC program staff at 5 National WIC Association conferences through product demonstrations, informing iterative design and feature prioritization
- Grew engineering team from 4 to 10 with zero attrition by building a collaborative framework for technical decision-making that empowered engineers to take ownership.

### **Staff Software Engineer** | Kunz, Leigh & Associates | 2022 - 2023

- Advocated for and established in-code component library using Storybook with integrated ADA compliance tooling, creating shared design reference between development and business teams
- Served as full-stack engineer on WIC management information system with strong focus on design systems and user experience advocacy, collaborating closely with business analysts on UX decisions while delivering features at high velocity
- Mentored junior developers and coordinated technical decisions, translating ambiguous requirements into functional solutions, with team of 8 engineers

### **Lead Software Engineer** | Kunz, Leigh & Associates | 2020 - 2022

- Created Adobe XD mockups to illustrate design intent, guiding visual and technical decisions from concept through implementation
- Modernized the MAEAP verification system using monorepo architecture, enabling state verifiers to efficiently manage compliance tracking across 5,000+ farms.
- Managed and mentored team of 4 developers, resulting in 3 promotions to senior positions

### **Full Stack Engineer** | Kunz, Leigh & Associates | 2015 - 2020

- Introduced Angular framework to company on Children's Healthcare Automated Support Services (CHASS) project after attending NG-Conf, establishing foundation for company's primary frontend framework now used across 10+ projects
- Co-founded company-wide shared component library, enabling code reuse across multiple teams and projects

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## Additional Leadership

### **Design Group Co-Founder & Contributor** | Kunz, Leigh & Associates | 2019 - Present

- Co-founded internal design initiative with colleagues, developing group charter and establishing company-wide resource for design guidance with 45+ active members
- Published and co-authored 10+ design education articles on cognitive load, memory and perception in UX, and design heuristics

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## Education

**Bachelor of Science (BS), Computer Science**  
Michigan Technological University | 2012 - 2015