

Mike Tullo

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EXPERIENCE

Product Manager, YaleSites Platform — Yale University, New Haven, CT *October 2024 – Present*

- Own the product roadmap and quarterly governance for YaleSites — a shared web platform serving 2,400+ active users across 449 sites at Yale. Facilitate a 10–12 member steering committee of university leaders to align prioritization across a decentralized institution with no central mandate.
- Manage a collaborative vendor model where Yale units bring outside development partners to build platform features — scoping requirements to ensure work benefits the entire community, not just the sponsoring unit. Shipped 3 major unit-vendor collaborations as platform-wide releases in 2025.
- Run the weekly agile development loop — backlog triage, ticket writing, sprint execution, QA, and release communication — resulting in 5 major platform releases and 138 bugs resolved in 2025.
- Oversaw the platform foundation for YaleSites Beacon, an AI assistant built on the YaleSites Drupal platform, demonstrating how a shared platform can support AI-powered innovation while maintaining consistency and governance.

User Experience Analyst 3 — Yale University, New Haven, CT *July 2024 – Present*

- Mentored junior UX team members, providing guidance on user research methodologies and fostering professional growth.
- Led the LUX (lux.yale.edu) project as UX lead, facilitating wireframes, requirements gathering, and working with a complex data model.
- Created and maintained a comprehensive relational database of all 1,500 Yale websites to support data-informed decisions for platform migration.

User Experience Analyst 2 — Yale University, New Haven, CT *September 2019 – July 2024*

- Redesigned Yale's Single Sign-On system — the most-visited page at Yale, used by 35,000+ community members daily — improving accessibility to WCAG 2.1 AA, reducing password reset steps from 7 to 4, and significantly reducing help desk login escalations.
- Designed the Yale MFA Opt-In experience for 20,000+ community members — reducing compromised NetID incidents to zero since launch in 2020 by reframing a forced security rollout as an empowering opt-in choice.

UX Designer — Timex Group, Middlebury, CT *December 2018 – August 2019*

- Contributed to the launch of the Timex Family Connect smartwatch and companion app — 100,000+ downloads and 1,500+ reviews at 4.1/5 stars.
- Designed and implemented the iOS and Android application from conceptualization through launch.

EDUCATION

M.S. Interactive Communications (UX Concentration) — Quinnipiac University, 2019

B.A. Game Design & Development — Quinnipiac University, 2017

CERTIFICATIONS

Nielsen Norman Group UX Certification — UX Research Specialty (ID: 1061640)

SKILLS

Product Management: Feature Prioritization, User Segmentation, Data-Driven Decision Making, Metrics Definition, Vendor Management, Roadmap Planning, Agile / Scrum, OKRs & Success Metrics, Live Operations, Governance & Stakeholder Alignment

UX Design: User Research, Wireframing, A/B Testing, Usability Testing, Information Architecture

Tools & Technologies: Figma, Jira & Confluence, HTML/CSS, JavaScript, Data Analysis