**Mike Tullo**

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**WORK EXPERIENCE**

**Yale University | New Haven, CT | September 2019-Present**

*Product Manager, YaleSites Platform | October 2024-Present*

* Spearheaded the YaleSites platform as Product Manager, orchestrating cross-functional teams of engineers, designers, and project managers to deliver a user-centric web platform used by 1,500+ Yale websites
* Led feature prioritization and roadmap development based on user research insights, balancing stakeholder needs with technical constraints
* Managed product backlog in Jira, efficiently organizing user stories, bugs, and feature requests to maximize team productivity
* Collaborated with multiple academic and administrative units across Yale to identify requirements, select and hire development vendors to contribute features back to the open-source platform, creating a sustainable model for community-driven innovation

*User Experience Analyst 3 | 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 the UX lead, facilitating UX work on the website including wireframes, requirements gathering, and working with the complex data model, with exclusive focus on the MyCollections feature
* Created and maintained a comprehensive relational database of all 1,500 Yale websites to make data-informed decisions for platform migration

*User Experience Analyst 2 | September 2019-July 2024*

* Designed the experience and visual design for the Yale SSO and account management page used by everyone in the Yale community daily.
* Designed and delivered the Yale MFA Opt-in experience for the Yale community, which lowered the number of compromised accounts by 100%.

**Timex Group | Middlebury, CT | December 2018-August 2019**

* Contributed to the launch of the Timex Family Connect user experience application and smartwatch, which has 100,000 downloads and 1,500 reviews at 4.1/5 stars.
* Designed and implemented an iOS and Android application based on smartwatch features from conceptualization to launch.

**EDUCATION**

**Quinnipiac University | May, 2019**

*M.S Interactive Communications (UX Concentration)*

**Quinnipiac University | May, 2017**

*B.A Game Design & Development*

**CERTIFICATIONS**

**Nielsen Norman Group UX Certification**

*UX Research Specialty, Certification ID: 1061640*

**SKILLS**

Product Management, Roadmap Development, Feature Prioritization, User Segmentation, A/B Testing, Data Analysis, Stakeholder Management, User Research, Metrics Definition, Jira, Confluence, Figma, Airtable, Drupal CMS, HTML/CSS, JavaScript, Cross-functional Leadership, Team Mentorship, Vendor Management, Open Source Development