
Stephen M. Walker II

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A multi-talented product leader with a passion for data, design, and the finer details.
Entrepreneur. Product Designer. Photographer.

Global Product Design Manager, Amazon

SEPTEMBER 2016 – PRESENT

Head of digital product design and research for Amazon Exports, Global Stores, and Expansion business units - expanding eCommerce capabilities across 105 destination countries. Wrote and executed strategy for mobile app expansion into 40+ new countries with a projected annual sales growth rate of 31%. Directed and managed user experience for web and app launches in Australia, Germany, Japan, Middle East / North Africa, and Singapore. Crafted and led global research strategy for quantitative customer insights across regions and localization usability in select countries.

Product Design Manager, Capital One

APRIL 2014 – AUGUST 2016

Directed, facilitated, and managed design for Investing line of business. Instructed and practiced Design Thinking for customer-centric innovation. Turned thinking into execution by pioneering week long Design Sprints that begin with customer empathy and end with rich insights from customers interacting with prototyped experiences. Rolled up sleeves and created 10+ customer-facing releases, with countless explorations to gain stakeholder and customer feedback, including responsive web redesign.

Senior Interaction Designer & Information Architect, AT&T

DECEMBER 2008 – APRIL 2014

Interaction design lead on B2B special projects, traveling between Seattle and Dallas to design site architecture, develop UX guidelines, mentor new hires, and review team work. Created responsive strategy for small business eCommerce sites, redesigned search, and implemented end-to-end analytics.

Founder + UX Director, Smoov

SEPTEMBER 2009 – DECEMBER 2012

Product Designer, OneHub

APRIL 2008 – OCTOBER 2008

Mobile UX Design Lead, Microsoft

AUGUST 2006 – DECEMBER 2006

Web Product Manager, EVT

JANUARY 2006 – JULY 2006

Product Manager, CNI

2005

Freelance Designer

2003 - 2005

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