

Hello there, I am Skipper Chong Warson.

I came up as a writer and visual designer, and I revel in the iterative and collaborative process of crafting human-centric experience and products — from leading/facilitating discovery workshops to conducting user research and driving strategy/governance. The most impactful outcomes emerge when unblocking and upskilling team members are done in parallel.

Experience

DESIGN DIRECTOR, AMERICAS LEAD / SOFTSERVE

JAN 2021 - PRES

Leading a distributed group, offshore and near shore, with human-centric design and UX principles, delivering innovative and AI-powered services to global clients. Responsibilities include leveling up designops, refining career ladders and role expectations, hiring and mentoring teams, and promoting collaboration across functions, ensuring a high level of craft and quality.

DESIGN DIRECTOR / THOUGHTBOT

AUG 2019 - DEC 2020

Led studio design and strategy, pairing on sales. Mentored through regular one-on-ones as well as group check-ins, design critiques, general upskilling, and support while growing the team. Advised on, worked on, and sold client engagements to shared success with global management, local leadership, and multi-functional teams. Especially proud of diversity/inclusion council efforts.

FOUNDING DESIGN DIRECTOR / SHEP

APR 2017 - DEC 2021

Remote design, consulting, directing, and general advising for an early travel startup in Austin, TX. Acquired by Flight Centre in 2021.

PRODUCT DESIGN DIRECTOR / SESAME

SEP 2018 - AUG 2019

Built and led the design team, launched a two-sided marketplace with a blended group, local and remote. Created initial brand experience along with a design system (atomic) and carried out user research with full-stack testing/QA.

SENIOR DESIGNER ACD / FJORD

AUG 2013 - SEP 2018

Hands-on lead in digital product creation, workshop facilitation, service design, user experience, collaborating with multidisciplinary, internal/external design teams, technical groups, and product experts around the world to create best in class outcomes for Fortune 500 companies. In addition, a slew of internal initiatives around peer growth, diversity/inclusion, and studio culture.

DESIGN DIRECTOR, UX LEAD / BRABBLE

NOV 2012 - AUG 2013

DESIGN DIRECTOR / MEDIABISTRO

SEP 2011 - NOV 2012

SENIOR INTERACTIVE DESIGNER / PBS FRONTLINE

OCT 2010 - SEP 2011

PRINCIPAL DESIGNER / SCW CREATIVE

JUN 2001 - DEC 2010

LEAD DESIGNER / KELLER WILLIAMS REALTY INC.

JAN 2005 - JUN 2008

INTERACTIVE DESIGNER, ILLUSTRATOR / RX.COM

MAR 2000 - MAY 2001

A BUNCH OF CHARACTER BUILDING EXPERIENCE

BEFORE 2000

What drives me

We all must choose to do things, either for love or for money, and in those rare cases where you can have *both*, call it a good day.

- Team growth, development
- Strategy, diving into user research, testing concepts
- Leading design workshops and discovery facilitation — including product design sprints — with cross functional teams
- Storytelling, art direction, typography, illustration

How we create our work — the path and the process — is important because creativity, innovation, and well-being can coexist harmoniously. Design has the power to transform and to empower people, and while AI can be a useful tool in this process, it should not be the primary driver or goal.

Education

VARIOUS

2010 - PRES

Including: AJ&Smart, Hyper Island, School of Visual Arts (SVA), Plucky, Udemy, ADPList, various MOOCs

ALTMBA

2016 - 2024

Compressed MBA and leadership curriculum

UT EL PASO

BA double major: playwriting, Eng Lit