

Richard Angermiller

DIRECTOR OF DESIGN OPERATIONS

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SUMMARY

UX and Design leader with 20+ years of experience shaping digital strategy, design excellence, and operational maturity across enterprise, public sector, financial services, media, legal, B2B, and B2C environments. Known for translating ambiguity into clear product vision, building high-performing teams, and delivering human-centered solutions for complex, data-rich ecosystems. Unique blend of corporate UX product management expertise and 12+ years leading creative direction for global brands, bridging business strategy, user needs, and design craft. Proven track record designing impactful digital experiences for organizations including Nike, Dow Jones, Sprint, Lexis Nexis, The Wall Street Journal, Nestle, and the Metropolitan Transportation Authority.

EXPERIENCE

Director of Product Design | Metropolitan Transportation Authority | New York, NY | 6/23 to present

Lead UX strategy and product design for one of the world's largest public transportation systems, supporting high-volume, mission-critical user flows across public-facing and enterprise platforms.

- Lead UX and Product Design strategy across customer-facing and enterprise platforms serving 8.6M daily riders.
- Partner with executives to define long-term product and UX strategy; developing research, data analytics, operating models, executive presentations, and detailed business cases.
- Spearheaded a new UX & app dev team to support new iOS apps for the Enterprise Asset Management division (with over one billion assets across NYC Transit)
- Manage and mentor a fully distributed UX team within the Agile Center of Excellence; supporting our IT dept. of 600+
- Oversee and evolve enterprise design systems, aligning dashboards, internal tools, and Salesforce-powered platforms.
- Directed Paratransit app & system redesign, improving accessibility and usability, contributing to ~\$2M in annual savings.
- Appointed to lead UX strategy for executive-level AI and data initiatives, focusing on responsible design of complex, high-risk systems
- Drive adoption of design frameworks, research integration, and high-fidelity prototyping to improve decision-making and delivery speed.

Creative UX Director | Arbor Realty Trust: Real Estate Investment Firm | New York, NY | 9/21 to 5/23

- Led product design for digital platforms supporting real estate finance, lending, and property-related financial workflows, with a strong focus on clarity, trust, and usability in high-stakes financial decisions.
- Designed and launched investor-facing tools that simplified equity ROI modeling; optimized for a mobile experience.
- Worked closely with product, engineering, and business leaders to turn sophisticated financial logic into clear, actionable user experiences.
- Led distributed design and engineering teams, ensuring cross-platform consistency in a highly regulated market.
- Established UX standards and design systems spanning product dashboards, reporting tools, and marketing platforms..

Creative Director | Freelance Design | New York, NY | 12/19 to 9/21

Clients: The Fulcrum Group, Hilton Realty, Sullivan Steel, Coldwell Banker, American Museum of Natural History

- Provided senior-level UX and design leadership for clients across real estate, construction, engineering, and enterprise.
- Led UX, UI, and brand design for real estate, construction, and enterprise organizations.
- Directed design, UX/UI, & back-end production of a legal ethics platform for Realogy's global network of agents

Digital Design Director | Dragonfly Interactive: Agency | Jersey City, NJ | 11/06 to 12/19

Clients: Dow Jones, Sprint, Nike, Lexis Nexis, Ventura Wealth, Barron's, The Wall Street Journal, Century 21, NEC

- Co-founded and scaled a digital design agency delivering product design, UX strategy, and brand systems for global media, fintech-adjacent, and consumer brands.
- Built and managed a six-person in-house team, along with distributed freelance designers and developers across the U.S. and Europe.
- Led 0–1 product initiatives for major media brands, including Dow Jones University, a \$1M annual-budget investor education and learning platform.
- Developed design, UX, brand, and strategy for a global resource platform for Nike's Sustainable Business department.
- Designed visual systems and interactive experiences that made complex research concepts understandable to both technical and non-technical audiences.
- Built and scaled multiple design and brand systems from the ground up, supporting long-term product evolution.

CORE CAPABILITIES

- Product Design & Experience Strategy Leadership
- Design Team Leadership & Mentorship
- Human-Centered & Accessibility-First Design
- Complex Systems & Data-Rich Workflows
- Design Systems & Scalable Frameworks
- Cross-Functional Collaboration (Product, Tech, Data)
- Visioning, Journey Mapping, Prototyping
- Executive Communication & Business Case Development
- Agile Product Development
- Hands-on with design, animation, and code

EDUCATION

INSTRUCTION:

Pratt Institute - NYC: Guest lecturer/Instructor for Pratt's Masters program in UX design

ATTENDED:

Rutgers University, School of Business - New Brunswick: Mini MBA Digital Marketing

Google - NYC- UX Design Professional Certificate

Pratt Institute - NYC: Business Communication Program for Creative Professionals

General Assembly - NYC : UX & Design

LearningTree - Remote - UX Design certificate

Mercer College - Princeton: Advertising Design