



## Contact Me



1706 W. Oakley Park Rd  
Commerce, MI 48390



+1 (248) 770 9737



[murray@murrayeaton.com](mailto:murray@murrayeaton.com)



[linkedin.com/in/murrayeaton](https://www.linkedin.com/in/murrayeaton)



[imdb.com/name/nm0247865](https://www.imdb.com/name/nm0247865)



<https://murrayeaton.com>

Login: Portfolio

Password: access

Note: Portfolio last updated  
in 2021.

# Murray Eaton

User Experience Leader



## Professional Profile

I am a user centric design leader that works with teams to create elegant and intuitive products that balance business needs with value and drive modernization.

I pride myself in coaching my teams to achieve their goals and receive recognition for their passion. I'm most excited by projects that blend deep structural and workflow challenges with the surface level details that can make a product stand out.



## Work Experience



Dec 2021- Present

**KWX of Keller Williams**

*User Experience Manager*

- Leading a team of designers and researchers across product platforms to bring best practices and a cohesive experience for consumers, agents, market centers and brokers.
- Created a design strategies to baseline and mature accessibility requirements across the business. This included partnering with technology leaders to introduce automated accessibility tooling within the CI/CD pipeline.
- Ways of working
  - Started dedicated cross team councils to research and propose essential business processes covering various topics. The results of one council on the topic of User Journey Maps has led to new initiatives to understand our current user interaction points which will allow prioritization of product roadmaps.
  - Introduced quarterly "Big room planning" events which is a collaboration of product, research, design and development teams to propose roadmaps, share technology updates and align all teams to the most current research experiments and findings.



## My Specialties

- Strategic planning
- Team leadership
- Design thinking
- Interface design
- Design patterns and guidelines
- Information architecture
- Interaction design
- Responsive/adaptive experience
- Usability testing/ focus groups
- VPAT, section 508 or WCAG 2.1 compliance
- Developing front end frameworks
- HTML5
- XAML
- CSS
- XML
- Graphic design
- Brand design and strategy



## Product Portfolio

- [Welcome Keller Home](#)
- [KW Command](#)
- [Derwent Innovation](#)
- [Derwent Data Analyzer](#)
- [Darts IP](#)
- [5G SEP Analyzer](#)
- [Connected IP Payments](#)
- [IP Manager](#)
- [Auto PartsBridge](#)
- [Microcat LIVE](#)
- [Microcat Market](#)

# Murray Eaton



## Work Experience (Continued)

- Managed multiple vendor relationships in creating new visual experiences while maintaining common experience expectations of existing products.
- Introduced micro-animations and created animation assets for consumer facing products and beta programs.



2016-Oct 2021

**Clarivate Analytics**

*User Experience Manager*

- Collaborate with key stakeholders and use industry best practices to create innovative capabilities and intuitive user flows.
- Identify opportunities based on user requirements to reimagine the user journey across all touch points
- Lead projects from concept through definition and implementation including creation of mock-ups and wireframes
- Communicate effectively with internal stakeholders and external customers to manage technical requirements and strategize solutions
- Uncover and understand user requirements, organization goals, and technical capabilities to apply to designs
- Conduct user research, integrating the latest UX trends, and identifying opportunities for streamlined processes across the platform
- Understand user needs, goals and behaviors and translate them into thoughtful user journeys
- Deliver scalable design processes, tools, and practices for governance, workflows, and documentation for sharing



2015-2016

**Thomson Reuters**

*User Experience Manager*

- Facilitated user experience design; implemented and managed experience features on behalf of the organization
- Lead a group of developers, designers, and other information technology professionals to form an effective user experience model

## Committee and Council Experience

- Senior leadership committee
- Head of KWRI Accessibility Strategy
- Sponsor for multiple KWRI cross disciplinary councils
- Chair of multiple Thomson Reuters UX councils introducing common design pattern library and collaboration across business units
- Chair Thomson Reuters UX topical council
- Thomson Reuters UX leadership council
- Thomson Reuters accessibility board

# Murray Eaton



## Work Experience (Continued)



2010-2015

**Thomson Reuters**

*Senior User Experience Designer*

- Lead team of User Experience Designers (UX) and User Interaction Developers (UI)
- Defined a consistent user experience by building a common library of micro-interaction UI controls in close collaboration with product management and other stakeholders
- Drove initiatives to streamline navigation of outdated applications using best practices and contextualized workflows (Information Architecture)
- Conducted in-depth research into modern and upcoming application design principles; Prototyped options for stakeholder decision making
- Completed SWAT analysis of various third-party UI vendors to propose best ROI of control library
- Interviewed clients to create and build out persona library
- Introduced and trained solution analysts and product managers on mockup tools to visualize concepts and user stories



2010-2010

**RDM Systems Consultants**

*Senior Business Analyst*

- Analyzed and modeled business processes for GM/ OnStar.
- Identified and capitalized on innovative improvement opportunities to increase customer satisfaction.



## Professional References



### Stephanie Dockus

Vice President Product Management at Clarivate



+1 (248) 936 3703



[sspugh@yahoo.com](mailto:sspugh@yahoo.com)



### Keith DiMatteo

Director, Client Engagement Architecture at Clarivate



+1 (617) 817 6736



[keith.dimatteo@gmail.com](mailto:keith.dimatteo@gmail.com)

# Murray Eaton



## Work Experience (Continued)



2001-2009

### Infomedia Ltd

*User Experience Architect and Senior Business Systems Analyst*

- Designed a UX strategy to platform multiple product lines into a consistent experience and technology
- Worked closely with clients from Request for Quote (RFQ) to production to design technically feasible elegant user experience that was easy to use, had sound business workflows and was user centric – **Auto PartsBridge**.
- Performed user testing in labs and during on-site client visits to discuss design concepts and better understand user goals and needs
- Collaborated with development and QA teams to build an industry leading product
- Designed web-based RIA application **Microcat® MARKET** and international software product **Microcat® LIVE**
- Managed UI design and graphics for .NET and web applications
- Created fully interactive training materials in 27 languages



## Certifications



2019-2020

### LinkedIn Learning

- Sketch: Creating Responsive SVG
- Good Design Drives Business
- UX Research: Going Guerrilla