

ANNE O'KONSKI PIKE

Director of User Experience • UX & Product Design Leader • SaaS + AI Innovation

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PROFESSIONAL SUMMARY

UX and Product Design Director with 14+ years of experience leading platform-scale products across SaaS, healthcare, and education. Proven leader in unifying complex, multi-product ecosystems and translating fragmented data into clear, actionable experiences. Led the design of NavigateOne, an AI-enabled platform that consolidates safety, wellbeing, academic, and operational data, with a focus on explainable AI and human-centered decision support. Recognized for building research-driven teams, advancing accessibility at scale, and delivering measurable outcomes that reduce cognitive load, improve safety, and support confident decision-making.

Key achievements include unifying 10+ acquired products at Navigate360, increasing usability scores by 30%, and implementing accessibility compliance across the full product suite. Passionate about building products that reduce cognitive load for educators, improve safety outcomes, and drive measurable organizational impact.

AREAS OF EXPERTISE

Professional: UX Strategy • Design Leadership • Cross-Functional Alignment • Accessibility (WCAG 2.1/2.2) • Design Systems • Product Roadmapping • Stakeholder Communication • Research & Usability • Team Development • AI & Data-Driven Design • Multi-Product Portfolio Strategy

Technical: Figma • Sketch • Adobe Creative Suite • Jira • Confluence • Miro • Maze • Axure RP • After Effects • WCAG Validation Tools

PROFESSIONAL EXPERIENCE

Director of User Experience | Navigate360 | Remote | June 2023 – Present

- Led UX strategy across 10+ acquired products, unifying fragmented platforms into a cohesive, trusted experience that increased engagement and cross-product adoption.
- Led UX for NavigateOne, a unified platform consolidating safety, wellbeing, academic, and operational data into a single district-level decision experience.
- Defined responsible AI UX strategy for NavigateOne, partnering with product, data science, and engineering to design explainable, assistant-style decision support.
- Led the NavigateOne Alpha program end to end, including district recruitment, research design, synthesis, and executive readouts that directly shaped roadmap and AI investment.
- Redesigned the Emergency Management System used by 25K+ schools, increasing usability scores by 30 percent and reducing average drill response times.
- Drove WCAG 2.1 AA compliance across the product suite, reducing accessibility risk and cutting accessibility-related support tickets by 50 percent.
- Built and scaled a research-driven UX culture through playbooks, mentorship, and shared research pipelines across five product divisions.

Director of Product Design & Marketing | [Start.ly](#) | Remote | June 2021 – June 2023

- Led concept-to-market design of an ITSM/PMO SaaS platform adopted by 30+ enterprise clients in year one.
- Established foundational UX processes including personas, research repository, and design playbook to support scalable growth.
- Partnered with GTM and product leadership to align the roadmap with business strategy, supporting a successful funding round and launch.

Lead UX Designer (Interim Director) | USAA | Remote | June 2020 – November 2020

- Led and mentored junior designers while driving service blueprinting across high-impact member workflows.
- Led research and prototyping to improve clarity in overdraft protection workflows and inform regulatory compliance updates.

UX Design Manager | Avionté | Eagan, MN | June 2018 – June 2020

- Led modernization of legacy staffing software into a cloud-based platform, increasing adoption by 40 percent.
- Created reusable design patterns and usability frameworks that became the company's first design system.

UX Design Manager | Spok | Eden Prairie, MN | June 2017 – June 2018

- Led UX research and design for Spok Go, a clinical communication platform deployed in 100+ hospitals.
- Conducted field research and usability testing to improve clinical workflows and launch readiness.

Senior UX/UI Designer | Optum Technology | Eden Prairie, MN | Nov 2010 – Nov 2016

- Designed Mayo Clinic's Care Coordinator app and OptumRx's mobile platform, supporting 2M+ members.
- Partnered with cross-functional teams to deliver high-impact healthcare tools including the Caregiver Portal and Harken Health.

EDUCATION, CERTIFICATIONS & MENTORSHIP

A.A. Computer Art & Animation | Art Institute of Minnesota (1999)

Emerging Leadership Program | UnitedHealth Group (2015)

UX Certification | Nielsen Norman Group (2020)

WCAG Certification | (2024)

Springboard UX Design Mentor | (2016–2024) | Guided 120+ students through UX portfolios, job placement, and design thinking principles.