Eric Knudtson

Design, technology, experience, and systems

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PROFESSIONAL EXPERIENCE

Intuit - Design technologist, Design manager / interaction design lead

2016 to Present • Mountain View, California

I have been working on design systems at Intuit since 2016, first as a design technologist and second as the interaction design lead and manager of the QuickBooks Design System team. We have been working to deliver systemic design at scale and speed across the QuickBooks ecosystem in partnership with the Intuit Design System team. Projects I have led include rolling out a QuickBooks brand visual refresh (Bolt) across UI component libraries (IDS and HUI), a font migration from Geogrotesque to Avenir Next for Intuit across the QB ecosystem, Project SUDS (Speedy Updates to Design at Scale) adding design observability and rapid design change to our CI/CD platform, the creation of the Intuit CSS Standards and Guidelines, and the Design Data Management System (DDMS) which manages design system specifications as data values across brands, products, and platforms.

GE Digital - Design technologist

2013 to 2016 • San Ramon, California

At GE Digital my work focused on two projects, Controls Convergence and the Predix Design System.

On the Controls Convergence team we worked to advance the core technology, design, and user experience of control systems in industrial settings such as natural gas power plants and automobile manufacturing facilities. My individual contributions include field research at industrial plants, design of a new UI architecture, and model-based UI system to rapidly design and deploy high-performance HMI (Human-machine interfaces) in a plant automatically as machines and processes are updated without the need for design rework.

On the Predix Design System team we created the Predix Design System for GE Digital's Industrial Internet platform. My contributions include:
- Core UI component design and development using web components (Polymer) and enterprise-scale CSS framework
- Design and development of data visualizations with D3.js
- Developer Experience research for Predix platform including interviews, contextual observation, task-based analysis
- Developer evangelism of design system via presentations and training
- Prototype application development for demonstration of design system capabilities
- Microservice API design to persist UI state across users and contexts
- Framework for design system governance and contribution process

Chef Surfing - Co-founder, designer and front-end developer

2011 to 2012 • Buenos Aires, Argentina and Santiago, Chile

Online marketplace startup connecting over 1,000 professional chefs to local customers to deliver catered experiences. I served as co-founder, UI designer and front-end developer. I led our tiny team to bring the Chef Surfing vision from conception to reality, iterating continuously based on customer feedback and research, while maintaining a steady pace of development. We were invited to Startup Chile seed fund program in Santiago, Chile and Local Food Lab accelerator in Palo Alto, California.

Freelance - E-commerce web designer and developer

2007 to 2011 • Buenos Aires, Argentina

I led design and development of high-traffic multilingual e-commerce web sites, and back-office apps. Notable projects include:
- Nitro Snowboards - 2007 to 2011 - European snowboarding brand w/ 1000's products sold in seven languages
- Nitro Photo-files - 2008 to 2011 - Digital Asset Management (DAM) web app
- Coal Headwear - 2007 to 2011 - Bespoke e-commerce system design and development, pioneering mobile responsive web design in 2008

Microsoft - Web designer and developer

2002 to 2006 • Redmond, Washington

I led the design and development of two microsites for the launch of new PC game titles for the Microsoft Games division, before transferring to the xbox.com team. We redesigned xbox.com twice, including information architecture, content design, and visual brand refresh.

Northwave - Web designer and developer

2001 to 2002 • Seattle, Washington

I designed and developed three rich-media Flash web sites, and a PHP-based back-office system to distribute sales & support info.

The Art Institute of Seattle - Visual Communications

1999 to 2001 • Seattle, Washington

Training in the fundamentals of graphic design, visual communication, color theory, typography, composition, life drawing and other art school staples with an elective selection of courses on information architecture, web design, and web development.

Stanford University - JSK research fellowship in Learning, Design, and Technology

2016 to 2017 • Palo Alto, California

I was privileged to be invited to Stanford's JSK Fellowship as a research affiliate for the 2016-2017 academic year to research how to improve the UX of podcast journalism. As a research fellow I followed along with the Learning Design and Technology masters program offered by the Stanford GSE. Following a design thinking course of practice, our team focused on improving English language learning via podcasts. More info on our research is available here: http://learnenglishwithanypodcast.com