



# HAEL V. STEWART-FISHER

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## SUMMARY

- **10+ years** of extensive project and program management experience in agency, tech start-up and in-house environments managing schedules, budgets, resources; collaborating with research, UI/UX, engineers, design and QA in both traditional and **client-facing** roles.
- At **Google**, directed a cross-functional team developing complex and robust **data visualization** standards, principles, and guidelines for integration into tools across the organization while piloting a data visualization consultancy and educational outreach program.
- With **Wunderman Thompson**, led the upgrade of an enterprise-wide customer care and billing system for Con Edison which included UX improvements and UI modifications as part of a back-end upgrade for both desktop and app (iOS, Android) experiences.
- On contract with **Huge** as Senior Product Manager, oversaw the strategy and design for consumer credit report application and a revised web experience for **Chase Bank**.

## SKILLS

Productivity: Google Suite, MS Office, MS SharePoint  
Development: HTML, CSS, SQL, Google Analytics  
Design & UI/UX: Adobe Creative Suite (Acrobat, Illustrator, InDesign, PhotoShop), Figma, Lucidchart  
Management: MS Azure DevOps, JIRA, Confluence, MS Project, SmartSheet, Trello, Adobe Workfront, Asana

## EXPERIENCE

### Wunderman Thompson

8/2021 - 1/2024

*Senior Program Manager*  
New York, NY  
(Contract)

- Scheduled and led all internal and client meetings; distilled and delivered recaps including detailed action items, due dates and deliverables across project teams
- Operated three-week sprints with weekly iteration ceremonies including daily scrum sessions for Con Edison's enterprise upgrade to their customer care and billing system for both web and mobile apps
- Collaborated with stakeholders and UI/UX for an updated, modern dashboard branded to current standards for Con Edison's **Outage Management System (OMS)**, an internal tool used by C-suite and operations to demonstrate system outages
- Client: **Con Edison** (CORE Team, OMS)

### FIG Agency

4/2021 - 7/2021

*Senior Project Manager*  
New York, NY  
(Contract)

- Responsible for two commercial projects including planning, strategy and production activities
- Produced and arranged timelines; working with all relevant departments, account services and external partners
- Served as the single point of client-contact for all project communications and reporting
- Clients: **Major League Baseball (MLB)**, **Ketel One**

### Career Break

3/2020 - 3/2021

*(Covid Pandemic)*

- Formed a creative strategy, experiential design & advertising firm: Meraki Kaizen
- Relocated and established residence in the Hudson Valley of New York

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## Google

1/2019 - 2/2020

UX Program Manager  
New York, NY  
(Contract)

- Collaborated with managers, researchers, designers and SWEs to create a process for executing deliverables as well as a prioritization framework for accepting and onboarding client requests
- Served as liaison coordinating research, UX and engineering teams to ensure interdependencies on project deliverables were fulfilled
- Supported a **team of 20** UX researchers, designers and engineers across four domestic offices
- Clients: **Google Cloud Platform, Google Loon, Internal Divisions**

## Huge

8/2018 - 01/2019

Senior Product Manager  
New York, NY  
(Contract)

- Developed product roadmaps to realize business goals and strategies while maintaining **PRDs, user stories, use cases** and **user flows**
- Establish a shared vision by building consensus on priorities leading to execution through collaboration with user experience experts and visual designers
- Clients: **Chase Bank**: Chase Credit Journey, JPMorgan Private Client

## MERGE

2/2018 - 07/2018

Senior Producer  
New York, NY  
(Contract)

- Created all timelines in working with all relevant departments, account services and clients
- Produced an end-to-end process workflow of project lifecycle through interviews and research and resulting in a **40% reduction** in cycle turn-around times
- Client: **American Express**

## S&P Global

4/2016 - 12/2017

Creative Manager  
New York, NY  
(Contract)

- Managed a global **team of 20** to develop innovative solutions tailored to stakeholders' objectives
- Planned and coordinated all event components; theme, environmental graphics and vendors
- Partnered with D&I to develop a corporate-wide LGBTQ+ ally program supporting colleagues through messaging, promo items and printed materials with a global launch in 8 offices
- Clients: **S&P Dow Jones Indices, S&P Global Market Intelligence**, Internal Corporate Divisions

## Criteo

2/2014 - 3/2016

Project Manager, Client  
Engineering & Support  
New York, NY  
(Contract)

- Supervised a support team; acting as a point of escalation, training and career development
- Resolved client issues and bugs with in-depth analysis, investigation and custom SQL queries
- Managed and tracked all system issues and bugs utilizing JIRA while communicating with clients
- Clients: **Expedia, Priceline, Hotels.com**

## COMMUNITY

**Newburgh Preservation Association (NPA)**

President, 7/2023 - Current

**City of Newburgh Transportation Advisory Committee (TAC)**

Secretary, 2/2023 - Current

**Hael for Mayor Campaign, Newburgh, New York**

Campaign Manager, 2/2023 - 1/2024

## AFFILIATIONS

Project Management Institute (PMI)

American Institute of Graphic Arts (AIGA)

## EDUCATION

University of Missouri-Kansas City

BA, Communications Studies