

# Kyle Thiboutot

PRINCIPAL UX DESIGNER · DESIGN LEAD

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Principal UX Designer and NNG-certified Design Thinking practitioner with 20+ years leading design, vision, and research across enterprise, engineering, and health tech. Proven track record building and mentoring design teams, driving culture change, and turning complex business challenges into measurable, human-centered outcomes. Currently expanding into AI-assisted design with Figma Make and Claude.

## EXPERIENCE

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**FM** 2018 — Present  
Principal UX Designer Johnston, RI

- Led design on Polaris, an enterprise field engineering tool now used by 1,500+ engineers globally — a complete modernization of a system dating to 2001
- Directed a team of 6 designers on high-priority strategic projects; mentored across a broader team of 20 at peak, building design culture and elevating team craft
- Conducted 100+ participatory design sessions and led 40+ workshops; produced monthly Research Playbacks that built stakeholder trust and informed executive decisions
- Pioneered AI-assisted design workflows using Figma Make and Claude, accelerating prototyping and concept exploration
- Advocated for user-centered outcomes while balancing business goals, technical constraints, and organizational change

**IBM iX** 2013 — 2018  
Design Director Cambridge, MA

- Led the State Street Design System — unifying 166 products under a shared design language adopted enterprise-wide, with measurable gains in consistency and experience quality
- Designed SugarIQ for Medtronic — an AI-powered diabetes companion using Watson to predict hypoglycemic events up to 3 hours in advance, launched on Guardian Connect CGM
- Led teams of 6–7 across design, research, and client stakeholders on multi-million dollar engagements for Google, Hasbro, Boston Children's Hospital, and State Street
- Guided 3 clients through enterprise Design Thinking transformations; facilitated Design Camps bringing clients in for week-long immersive workshops
- Certified IBM Design Thinking Coach; mentored designers and cross-functional teams in human-centered frameworks across all client engagements

## CERTIFICATIONS

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**NNG UX Master**  
2024

**NNG Advanced**  
2019

**IBM Design Thinking Coach**  
2014

**IBM Accessibility**  
2016

**UXPA Foundational**  
2020

## EDUCATION

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**UMass Dartmouth**  
Dual BFA — Graphic Design & Digital Media  
2011

## CLIENTS

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FM · State Street  
Medtronic · Hasbro  
Google · Watson Health  
Boston Children's Hospital  
Philips · Delaware Life  
G-Form · Olympia Sports

## MEMBERSHIPS

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AIGA Boston

## Philips Lightolier

2011 – 2013

Interactive Graphic Designer

Fall River, MA

- Designed integrated digital campaigns, microsites, and wireframes; created 3D advertising assets and storyboards for animated experiences

## Freelance Designer

2007 – 2013

- Brand identity, print, web, and motion for clients across New England

### CORE SKILLS

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UX & UI Design · Design Systems · Design Leadership · Design Thinking  
Workshop Facilitation · Team Mentorship · Participatory Design · User Research  
Rapid Prototyping · Accessibility · Strategic Planning · Stakeholder Management  
Agile/Lean · AI-assisted Design · Design Culture

### TOOLS

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Figma · Figma Make · Adobe CC · Axure · Mural · Sketch · InVision · Claude  
HTML · CSS · Final Cut Pro · 3DS Max · Microsoft Office