Max Whitehead

(610) 955-9239 | mxwll.w@gmail.com | maxwhitehead.com

Max is a Product Designer in Philadelphia with experience across wireless services, healthcare, and connected products. Background in mobile app and web design, interaction design, prototyping, and working closely with engineering teams to bring designs to life.

EXPERIENCE

Comcast Xfinity Philadelphia, PA

Senior Experience Designer October 2021 – Present

Wireless Engineering, Product Team

Xfinity Mobile Activation — Led the redesign of Xfinity Mobile's new-line activation experience, enabling an instant network connection. Spanned checkout, customer communications, number portability, and agent workflows, with hands-on ownership of activation features in the Xfinity App and internal agent tools.

NOW WiFi Pass — Helped design and launch WiFi Pass across 20 million hotspots in six weeks, creating a new offering that generated $100M in revenue within its first three years.

Experience Designer September 2019 – October 2021

Xfinity Mobile Design Team

Designed interfaces supporting Xfinity Mobile's direct to consumer sales website, internal agent tools, and native / web self-service account app.

Think Company Philadelphia, PA

Experience Designer March 2017–September 2019

0-1 product design helping Nemours Children's Hospital bring their patient portal to market across iOS, Android, and web. Designed, built, and launched digital signup, integrated telehealth, and medication tracking features. Collaborated with clinical staff to design features for children with asthma, diabetes, and high-risk congenital heart conditions.

Effective UI Rochester, NY

User Experience Designer June 2015 – January 2016

Refined visual design and built an interactive prototype for user testing of Honeywell's Total Connect 2.0 platform. Supported lead designers and researchers to develop and evaluate the experience.

EDUCATION

Rochester Institute of Technology August 2012 - June 2016

BFA, Industrial & Product Design

Minor, Innovation & Entrepreneurship