

ROBERT C. VOSE

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Product and UX leader with 15+ years delivering enterprise platforms across internal and customer-facing experiences. Drove \$3B+ platform delivery, \$113M peak-day performance, and \$30M+ in annual savings by modernizing systems and improving operational efficiency. Known for aligning executive stakeholders, bringing clarity to ambiguity, and introducing AI-driven workflows that accelerate speed to market by 20–30%.

Director, UX | LOWE'S | Feb 2025 – Current

Digital PRO, Loyalty, Category Experiences

Lead UX strategy for PRO, Loyalty, and Category experiences, aligning senior stakeholders and scaling AI-assisted workflows to improve discovery and delivery efficiency by 20–30%.

Sr. Manager, UX | LOWE'S | Feb 2023 – Feb 2025, 2 years

Digital PRO, Fulfillment, Omni Selling, Account

Led UX across PRO and Omni platforms, scaling team 60% (7→18) and driving AI-assisted workflows while delivering experiences that enabled a \$113M peak-day revenue and 2–3x faster growth in App (+46%, \$37M) and PRO (+44%, \$14M).

Lead Product Manager | LOWE'S | Jan 2022 – Feb 2023, 1.1 years

Store & Supply Chain Technology, Returns, Exchanges & Order Management

Led strategy and execution for the Returns, Exchanges, and OMS applications driving \$8M/year in vendor recovery, \$1.5M in productivity savings, resolving \$72M in legacy balances, and reducing \$30M/year in tax loss.

Sr. Product Manager | LOWE'S | Jul 2020 – Jan 2022, 1.5 years

Store & Supply Chain Technology, Order Management

Founded and led MyRedVest Order Management, delivering to 1,850+ stores, 50+ XDTs, and 3 contact centers—modernizing the tech stack, sunsetting legacy systems, and improving workflows for 400K+ associates while scaling the team to 4 pods.

Product Manager | LOWE'S | May 2018 – Jul 2020, 2.2 years

Store & Supply Chain Technology, Store Selling, Delivery Exceptions

Delivered \$3B+ GES platform, reducing truck delivery time 60% (5→2 days) and costs 15% (\$125→\$106 per delivery) by shifting truck fulfillment to XDT/3PL warehouses, while owning the product roadmap, execution, and truck delivery exception capabilities.

Sr. UX Architect | LOWE'S | Apr 2016 – May 2018, 2.1 years

B2B eCommerce, Store Mobility Apps, Store Selling

Led redesign of Lowe's B2B (Lowe'sForPros) and first store mobility app (Zebra), while defining UX architecture and prototyping that informed product strategy, engineering execution, and the Omnia POS foundation.

Sr. UX Designer | LOWE'S | Jan 2014 – Apr 2016, 2.4 years

Digital eCommerce, Testing & Optimization

Led Lowe's.com redesign, establishing the first digital style guide (atomic design) and delivering A/B and multivariate tests that drove measurable business impact.

UX Designer | LOWE'S | Jan 2011 – Jan 2014, 3 years

Digital eCommerce, Communications & Marketing

Designed Lowe's.com homepage and category experiences, and partnered with Marketing to deliver transactional and promotional email campaigns.

Graphic Artist and Front-End Developer | BLAIR, Inc. | Jan 2006 – Jan 2011, 5 years

Exhibits, Installations & Digital Media

Led creative direction and production of exhibits for defense clients (Raytheon, Lockheed, Pentagon) and founded an interactive media division delivering digital experiences for trade shows.

EDUCATION

- Savannah College of Art & Design – B.A. Industrial Design, 2006
- Certified Scrum Product Owner (CSPO) – Scrum Alliance

RECOGNITION

- Internet Retailer "Redesign of the Year" – E-Commerce Category (Lowe's.com)
- Winning design for Department of Energy "National Science Bowl" competition (Blair, Inc.)

SKILLS

- **AI & Development:** AI-assisted development (Cursor, VS Code, Windsurf), rapid prototyping, vibe coding, LLM-powered workflows (ChatGPT, Claude), design-to-code translation (Figma → React)
- **Product & UX Tools:** Figma, Figma Make, Adobe Creative Suite, Sketch, Axure, InVision, Miro
- **Technologies:** React (learning), HTML, CSS, JavaScript (some), PHP (some)
- **Platforms & Collaboration:** JIRA, Confluence, MS Office
- **Leadership & Methods:** Agile, Design Thinking, Team Leadership, AI adoption & enablement