



# Elias Sardonis

PRODUCT DESIGN & UX LEADER

# Introduction

Hello!

I've been doing UX design for 25 years, and been in a design leadership position for nearly a decade. This portfolio will highlight those design leadership positions and give an overview of some of the great work my teams and I did at each.

Note that most of the designs showcased here were not made by me directly, but by designers on my team. However, all were created under my direction.

If you haven't seen them already, you can also view my [resume](#) or my [LinkedIn profile](#).

Thanks!

-e.



## Director of Product Design, 2020 - Present

### **The company**

One of the best-known brands in email marketing, Litmus makes software that lets marketers ensure their emails are always high quality.

### **The role & the team**

I was brought in as the company's first Director of Design, leading a team of designers, setting the design vision, and formalizing the process for design.






### **Notable accomplishments**

- Identified issues trial users were having with the then-new IA and product experience, and drove a project to overhaul it, resulting in a significant increase in TAR.
- Created the design vision and strategy for cohesively integrating a new acquisition (now known as Litmus Personalize) into the Litmus product ecosystem.
- Helped drive and define Litmus' transition to a PLG mode of operations.
- Co-created the product strategy with the head of product.
- Guided the creation and maintenance of a design system.

# Litmus

## Home screen

The screenshot displays the Litmus Home screen. At the top, there is a navigation bar with the Litmus logo, menu items (Home, Design, Build, Personalize, Test, Collaborate, Analyze), a Help icon, and a user profile for 'Litmus Software Inc. Parent Account'. Below the navigation bar is a 'LITMUS ASSISTANT' section with three cards: 'Email Guardian' (with a 'Get started now' button and 'EARLY ACCESS' badge), 'Build your email' (with 'Start building' and 'Go to Design Library' buttons), and 'Test your email' (with 'Send in a draft' and 'Paste HTML' buttons). The main content area features a left sidebar with 'All emails' and a folder tree (Campaigns, Wonderblum Inc., Marketing Emails, Transactional Emails, Newsletters, COVID-19, Legacy Emails, Daily Digest, Litmus Live). The main area has a search bar and buttons for 'All emails', 'My emails', 'Send in your email', and 'Create new'. Below this is a table of email campaigns.

<input type="checkbox"/>	Name	Last updated	Due date	Status	Approvals
<input type="checkbox"/>	 <b>Wonderblum Afternoon Sale</b> <a href="#">Wonderblum Sales</a>	Oct 22, 2019 at 5:44PM	May 22, 2021	Ready to send	1  4
<input type="checkbox"/>	 <b>Wonderblum Afternoon Sale</b> <a href="#">Wonderblum Sales</a>	Oct 22, 2019 at 5:44PM	May 22, 2021	Ready to send	1  4
<input type="checkbox"/>	 <b>Wonderblum Afternoon Sale</b> <a href="#">Wonderblum Sales</a>	Oct 22, 2019 at 5:44PM	May 22, 2021	Ready to send	1  4
<input type="checkbox"/>	 <b>Wonderblum Afternoon Sale</b> <a href="#">Wonderblum Sales</a>	Oct 22, 2019 at 5:44PM	May 22, 2021	Ready to send	1  4
<input type="checkbox"/>	 <b>Wonderblum Afternoon Sale</b> <a href="#">Wonderblum Sales</a>	Oct 22, 2019 at 5:44PM	May 22, 2021	Ready to send	1  4

# Litmus

## Email Guardian

Home Build Test Collaborate Analyze

Help Acme Software Inc. Parent Account

Test / Email Guardian / Client List / Outlook.com

EMAIL GUARDIAN

### [2023] Wonderblum Summer Bloom Sale

Outlook.com

**Major Impact**

Use the slider bar below to check your email comparison for issues

**Troubleshoot the issue**

[View in Previews & QA](#) [Learn more about troubleshooting issues](#)

**No issues?**

[Dismiss this alert](#)

OR

**You may have a broken image.** Check to see if it's a dynamic image issue or something else. [Learn more about dynamic images.](#)

ORIGINAL PREVIEW CAPTURED May 04, 3:21pm

FIRST CHANGE DETECTED May 24, 11:59pm

# Litmus

## Personalization



Overview

- Timers
- Progress bars
- Personalized images
- Sentiment trackers
- Interactive live polls
- Social proof
- Explore other image types

### Get creative with personalization

Select an image



Customize your template



Add to your email and send!



#### Select an image type below



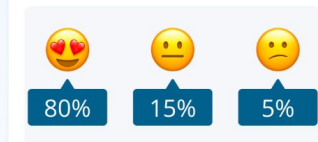
Timers

[View templates](#)



Progress bars

[View templates](#)



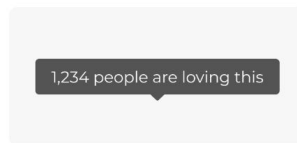
Sentiment trackers

[View templates](#)



Personalized images

[View templates](#)



Social proof

[Coming soon](#)



Interactive live polls

[Coming soon](#)

# Litmus

## Litmus AI Assistant

The screenshot displays the Litmus AI Assistant interface within an email editor. The top navigation bar includes Home, Design, Build, Personalize, Test, Collaborate, Analyze, Help, and a user profile for Litmus Software Inc. The editor is for an email titled 'Wonderblum Sale' in the 'Emails' folder. The interface is divided into several sections:

- Summary:** Overview of the email's status, including 'Last saved February 15, 2021 at 9:45pm' and 'Last synced Feb 24, 2022 at 2:53pm'.
- Builder:** The main editing area with tabs for Visual, Code, Templates, Tracking, and Help. It also includes a 'Save' button and a 'Synced to Marketo' status.
- Content:** The left sidebar contains a text block: 'Spring is right around the corner, which means it's time to grow those plants. Visit Wonderblum today to stock up on all of your favorite seed varieties, just in time for the growing season.'
- LITMUS ASSISTANT:** A panel offering AI-generated suggestions. It asks 'Need some inspiration? Select a tone of voice for you next version.' and provides a dropdown menu with 'Funny version' selected. A 'Let's see it!' button is present below the dropdown. A disclaimer at the bottom states: 'This feature utilizes experimental generative artificial intelligence technology. Litmus makes no representations or warranties of any kind (express or implied) as to the content generated through use of this feature. Any use of Litmus AI is at your sole discretion and risk. By electing to use this feature, you hereby agree to the Litmus AI Terms.'
- Preview:** The right sidebar shows a preview of the email content, featuring the Wonderblum logo, a vibrant image of tulips, and the headline 'Spring into summer' with a sub-headline '— All Seed 20% off Packets —'. A 'Buy now' button is located at the bottom of the preview.

At the bottom of the interface, there are links for 'Start a tour' and 'Give feedback'.



## Director of Product Design, 2016 - 2019

### **The company**

Fuze was a unified communications company, making B2B software for voice, video, meetings, & messaging. When I joined, Fuze was in the middle of reworking their end-user product line to move from a pure soft-phone to a true UCaaS application.

### **The role & the team**

I was hired by the CPO to establish design as a fundamental pillar of the Fuze R&D process. I grew the team from the initial two designers to seven (six designers plus a dedicated UX researcher). I spent my time split between working closely with my team on their work designing our products, and working closely with product management leadership on product strategy and direction.

### **Notable accomplishments**

- Restructured our process to make design a true partner to Product Management, pairing designers with PMs to foster end-to-end collaboration in each area.
- Led a full design overhaul of the Fuze Desktop and Mobile products.
- Successfully advocated for, and drove, a project to create a next generation administrative portal that is crafted with the care and attention typically reserved for end user products.
- Established a cross-product design style guide.
- Helped drive the transition from a sales-first to a user-first R&D process.



# Fuze Desktop

## CONVERSATION SCREEN

The screenshot displays the Fuze Desktop interface. At the top, there's a purple header with 'Fuze' in the center, a search bar on the left, and a user profile for Nicholas Elliott on the right. Below the header is a sidebar with 'ACTIVE' contacts, including Sara Morrison (01:20), and 'FAVORITES' with Sara Morrison, Samuel Wilson, Janice Johnston (2), and Dylan Greene. A 'RECENT' section lists Mary Barnes, Vernon Turner, Cristina Figueroa, and Bridget Stokes. The main chat area shows a conversation with Sara Morrison, starting with a 'Today' separator. Sara's messages include a greeting and a request for a Q2 report, and a response to a long, nonsensical message. The chat ends with Sara's confirmation and a link to Google. The bottom of the chat area has a text input field, a 'SEND' button, and a 'Send as: IM' option. On the right, Sara Morrison's profile card is visible, showing her name, title 'Product Team - Fuze', and contact information for work, mobile, and video.

Call Meetings Search for people... ? Nicholas Elliott 617-333-4353 Available

ACTIVE

- UX Presentation
- Sara Morrison 01:20

FAVORITES

- Sara Morrison
- Samuel Wilson
- Janice Johnston 2
- Dylan Greene

RECENT

- Mary Barnes
- Vernon Turner
- Cristina Figueroa
- Bridget Stokes

Sara Morrison Available

Today

Sara Morrison 10:21 AM  
Hi Nicholas! I've tried to call you this morning..  
Can you send me the Q2 report we were talking about?

You 10:23 AM  
Ethical tbh fam, pinterest four dollar toast kale chips occupy scenester freegan chambray mustache. Seitan raw denim etsy, deep v sustainable thundercats prism food truck vaporware VHS gluten-free next level copper mug semiotics polaroid.

Live-edge biodiesel tote bag, umami organic sustainable synth fam single-origin coffee woke pabst enamel pin blue bottle.

Sara Morrison 10:23 AM  
Yes, that should be enough for now

Bespoke, waistcoat street art umami kitsch fixie  
<http://www.google.com>

Send as: IM

Enter your message here... SEND

Sara Morrison  
Product Team - Fuze

Work  
(919) 578-7477 x4484

Mobile  
(351) 965-9874

Video  
Start a meeting

Email  
smorrison@wayfair.com

EDIT PROFILE

# Fuze Desktop

## RINGING VIDEO CALL

The screenshot displays the Fuze Desktop application interface. At the top, there is a purple header bar with a 'Call' button, a 'Meetings' button, a search bar labeled 'Search for people...', and a user profile for 'Jenette Hudson' with the phone number '(617) 323-0534' and the status 'Available'. Below the header, the left sidebar shows a list of contacts under 'ACTIVE', 'FAVORITES', and 'RECENT' categories. The main area is a large blue circle containing a video call preview of Corey Willmore, with the text 'Incoming video call' above it. Below the preview, the name 'Corey Willmore' and title 'Sales • Acme' are displayed. At the bottom of the call preview area, there are three buttons: 'Decline' (red phone icon), 'Answer' (green video camera icon), and 'Answer without video' (blue phone icon).

Call Meetings Search for people... ? Jenette Hudson (617) 323-0534 Available

ACTIVE

Corey Willmore

FAVORITES

- Samuel Wilson
- Janice Johnston
- Dylan Greene

RECENT

- Mary Barnes
- Vernon Turner
- Cristina Figueroa
- Bridget Stokes

Incoming video call

Corey Willmore  
Sales • Acme

Decline Answer

Answer without video

# Fuze Desktop

## PHONE CALL

The screenshot displays the Fuze Desktop application interface during an active phone call. The window title is "Fuze".

**Top Navigation Bar (Purple):**

- Icons for Call, Meet, and Chat.
- Search bar: "Search for people to call, meet, or chat with..."
- User profile: Nicholas Elliott, 617-333-4353, Available.

**Left Sidebar:**

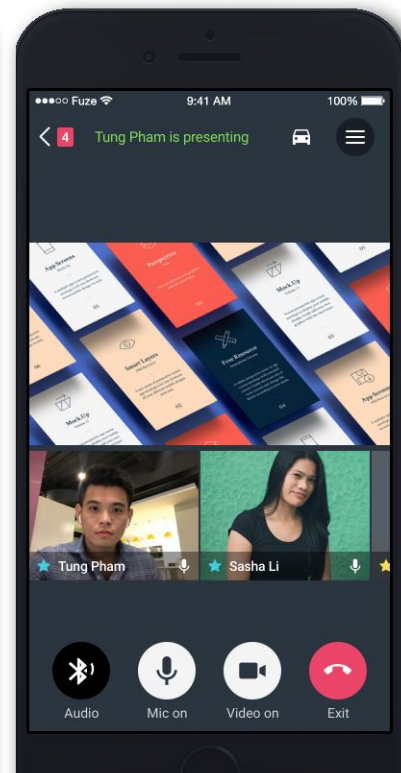
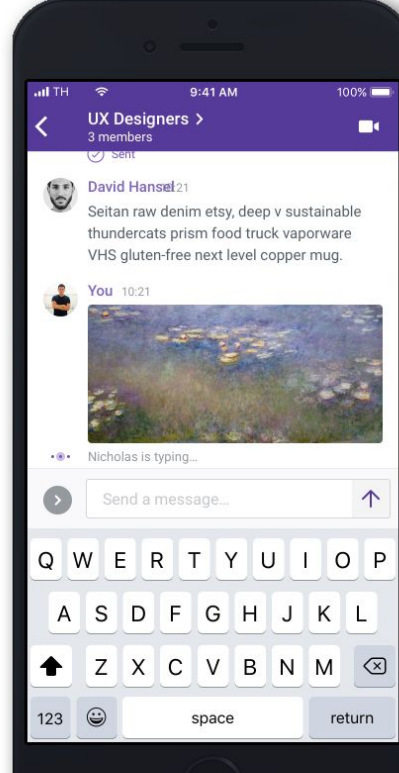
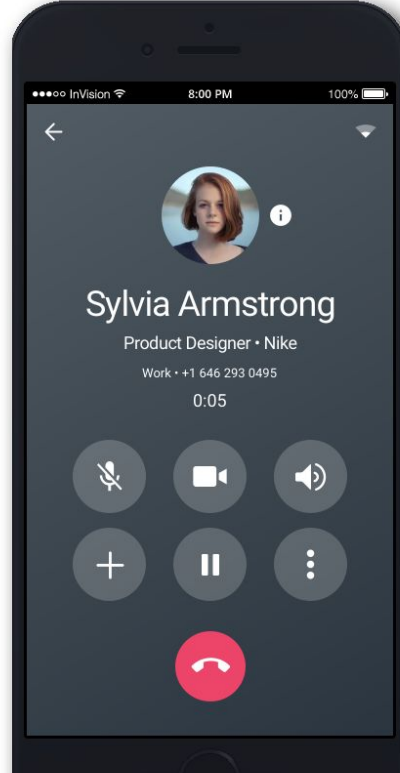
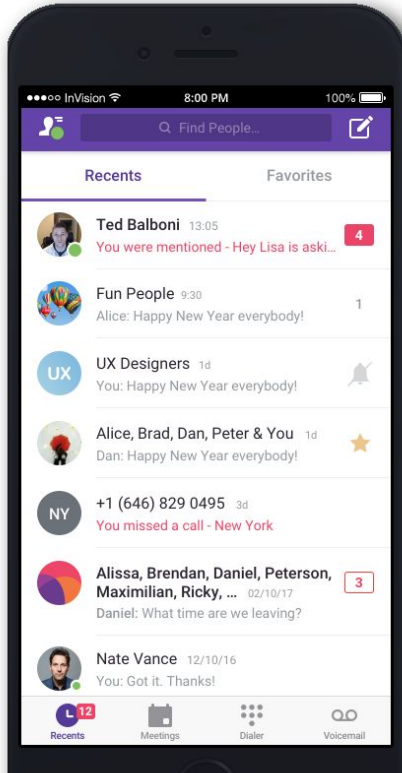
- ACTIVE:** Sarah Morrison (01:20)
- FAVORITES:** Samuel Wilson, Janice Johnston, Dylan Greene
- RECENT:** Mary Barnes, Vernon Turner, Cristina Figueroa, Bridget Stokes

**Main Call Area (Dark Grey):**

- Signal strength indicator.
- Call controls: Add person, Mute, Chat, Info.
- Callee profile: Sara Morrison, Work · (919) 578-7477, 00:02.
- Transfer button.
- Call controls: Mic, Video, Share, Dial, Hold, Hang up.

# Fuze Mobile

## VARIOUS SCREENS



# Fuze Hub

## ADMIN PORTAL

fuze HUB PORTAL DATA STATUS ? Roy Mendoza

Stark, Inc

- Home
- Locations
- Users
- Devices
- Orders

### Your company statistics

3 Locations NEW!

235 Active users

12 Available phone numbers

23 Orders this month

#### Add a user

Get new employees set up with Fuze

[+ ADD A USER](#)

#### Find a user to...

Upgrade plan Edit details Reset password

Assign phones Add fax + recording Deactivate

[BROWSE USERS](#)

#### Company lines

Need a company phone number that's not connected to a specific user? Set up public phone numbers for your customers, call flows, and more here!

[ACTIVATE A LINE](#)

### Resources

**Fuze Portal**  
Get access to advanced configuration and call flow

**Fuze Data**  
Get real-time views of your call data, by department and by

**Fuze Status**  
Get immediate alerts when Fuze is experiencing any

fuze HUB PORTAL DATA STATUS ? Roy Mendoza

Stark Industries

- Organization
- Home
- Locations
- Users
- Phone system
- Company lines
- Menus
- Queues
- Ring groups
- Devices

### Phone system

The phone system is at the heart of Fuze. Get the most out of your voice services by customizing your call flows, add devices, and more!

[VIEW CALL DATA](#)

Week of Jun 5-12, 2018

325 Users made calls

2,641 Total calls

29% External calls

Desktop Mobile Web Desk phone

### Create company call flows

[EDIT CALL FLOWS](#)

- Create company lines so callers can reach you**  
Company lines are shared phone numbers not connected to a specific user. They are often used as the public-facing numbers for your organization.  
[ACTIVATE A LINE](#) [Learn more](#)
- Route calls automatically with menus**  
Set up automated menus to give your callers options on the best place to get their question answered.  
[Learn more about Menus](#)

OPERATOR, CALL STARK INDUSTRIES!

PRESS 1 FOR THE FRONT DESK

PRESS 2 FOR SUPPORT

# Fuze Data

## ANALYTICS PLATFORM

The dashboard features a purple header with navigation links: HUB, PORTAL, DATA (selected), and STATUS. On the right, it says 'DEVELOPERS' and shows a user profile for 'Elias Sardonis'. The main content area has a welcome message: 'Welcome to Fuze Data for Fuze, Inc.' Below this is a search bar with the placeholder text 'Search for users, departments, queues, etc.'. The dashboard is divided into three main sections: 1. 'What data can I access?' with a lock icon and text explaining data security and access to 2 departments. 2. 'Top departments' showing 'Sales - BDM' as the top department for today, with a 'See all' button. 3. 'Top users' showing 'Robin Lention' as the top user for today.

### Today's activity for Fuze, Inc.

#### Call activity

**287**  
Total count  
**7h 19m**  
Total time connected  
**1m 32s**  
Average connected



External calls with someone from outside Fuze, Inc.

#### Meeting activity

**221**  
Total count  
**7h 53m**  
Total duration  
**2m 8s**  
Average duration



External meetings with at least one participant from outside Fuze, Inc.

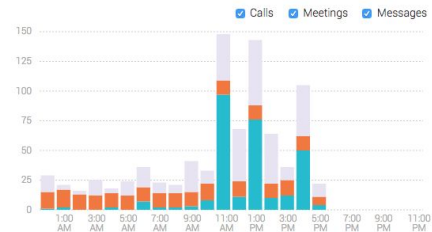
#### Message activity BETA

**365**  
Total sent



Messages sent to external numbers.

#### Activity by hour



# Fuze Style Guide

## SAMPLE PAGES

### App Typography

H1 Special Heading 30 pt Bold

H1 Heading 26 pt Bold  
H1 Heading 26 pt Light

H2 Heading 18 pt Regular

Conversation Text 15pt regular (line-height 22 pt, paragraph spacing 10 pt). Ethical tbh fam, pinterest four dollar toast kale chips occupy scenester freegan chambray mustache. Setitan raw denim etym, sustainable thundercats prism food truck vaporware VHS gluten level copper mug semiotics polaroid.

Live-edge biodiesel tote bag, umami organic sustainable synth single-origin coffee woke pabst enamel pin blue bottle.

Conversation user name 15 pt Medium  
DATE STAMP 12pt Regular uppercase

Profile label / header 13 pt Regular

#### Type colors



### Web Form styles

#### Form input styles

##### Default state (with placeholder text)

Minimum Horizontal Padding  
15 pt

##### On hover

##### While typing

##### Success confirmation

##### Simple error

This is required

##### Error that needs explaining

This is an example of a longer error message that needs to wrap.

##### Disabled

#### Dropdown styles

##### Default state (with placeholder text)

Minimum Horizontal Padding  
15 pt

##### On hover

##### Success confirmation

##### Simple error

This is required

### Who is Fuzebot?

#### Introduction

Fuzebot is the user-facing assistant for Fuze products and tips we want to communicate to our users. Fuzebot is used for all our products and all our services.

#### How does Fuzebot speak?

Fuzebot likes to use emojis to express feelings 🥰

Fuzebot does not curse or use language inappropriate to a professional environment.

Fuzebot does not use a lot of slang, acronyms, or obscure references, because Fuzebot is not a teenage hipster. We want to alienate any our users.

Fuzebot's words need to be global enough that they can be understood by users in different languages and make sense to users in different cultures. Fuzebot has a sense of humor.

Fuzebot likes to lead by example when helping users do things. Providing a real, interactive example when possible.

#### When does Fuzebot appear?

Fuzebot can be used to guide a user through a flow, such as setting up a new account.

Fuzebot can be used to give a tip that the user would have

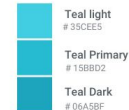
### Fuze Design Kit - Colors

#### Flat colors

##### Purples



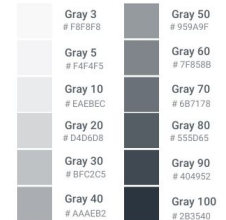
##### Teal



##### Secondary colors



##### Grays



#### Gradients

##### Why gradients?

Gradients are used as background fill to separate different

##### Tips for use

Use sparingly. If a single color works just as well

# Fuze Reviews

FORRESTER

“[Fuze’s] well-designed, user-centric UC app spans mobile, browsers, and PCs... Fuze is a solid fit for large enterprises looking for an exceptional user experience”

From the Fuze section of the Forrester Wave report on UCaaS, 2019  
(<https://reprints.forrester.com/#/assets/2/1693/RES146655/reports>)

Gartner.

“Users report that Fuze provides a modern, differentiated and intuitive user experience on desktop and mobile devices.”

From the Fuze section of the Gartner Magic Quadrant report on UCaaS, 2018  
(<https://www.gartner.com/doc/reprints?ct=181010&id=1-5K3343K&st=sb>)

 TrustRadius

“Everything about Fuze was built with the end-user in mind.”  
Usability score: **10/10**

<https://www.trustradius.com/reviews/fuze-2018-07-17-10-29-45>





Manager, UX Design, 2014 - 2016

### **The company**

Carbonite was a cloud backup company, with both a significant B2C home computer backup product and several products for the B2B market.

### **The role & the team**

I was hired to level up a very small team and to establish design as a core part of the way Carbonite built products. I inherited one designer and one researcher, and in my time there was able to grow the team to 6 designers, 3 researchers, and a UX data analyst.

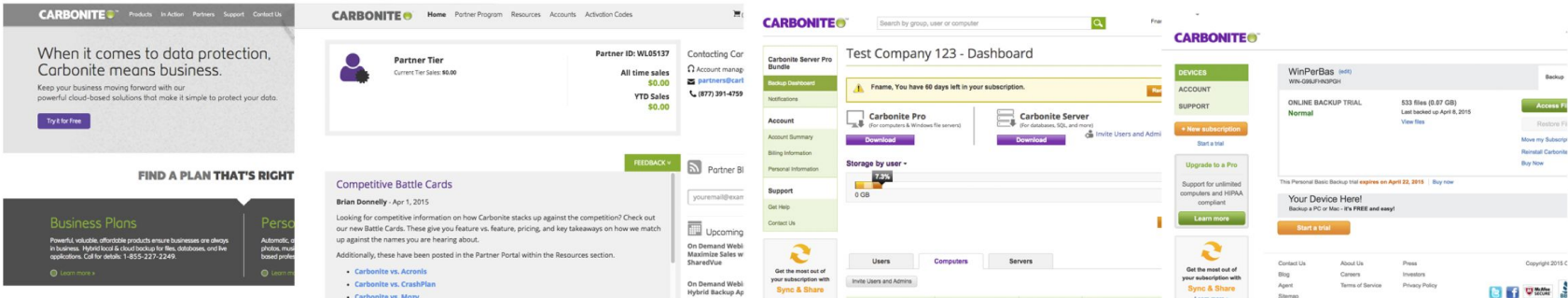
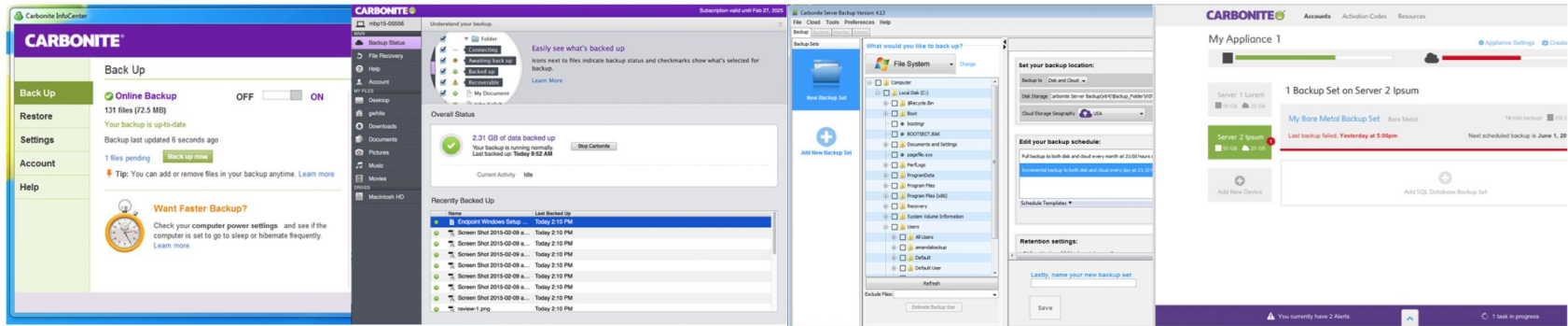
### **Notable accomplishments**

- Restructured the design process to nurture a closer collaboration between PM and design.
- Established a cross-product design style guide for a previously uncoordinated set of products.
- Created a project to get every executive in the company to spend a few hours using our SMB products, thereby solidifying the need to spend the following year focused on UX improvements.
- Led a UX and visual design overhaul that eventually touched the entire product line.
- Created a partnership with the CMO to co-own the carbonite.com website, by illustrating where lack of usability had been hurting our acquisition funnel.

# Carbonite Product Line

## SCREENSHOTS OF DIFFERENT PRODUCTS

When I joined Carbonite, the products suffered from serious usability shortcomings, and, as you can see below, lacked any kind of visual design cohesion between them.



# Carbonite Computer Backup

THE LEGACY VERSION I INHERITED (MAIN SCREEN)

## CARBONITE®


Back Up

- Back Up
- Restore
- Settings
- Account
- Help


**Online Backup** OFF  ON  
131 files (72.5 MB)  
Your backup is up-to-date  
Backup last updated 6 seconds ago  
1 files pending [Back up now](#)

**Tip:** You can add or remove files in your backup anytime. [Learn more](#)

---

 **Want Faster Backup?**  
Check your **computer power settings** and see if the computer is set to go to sleep or hibernate frequently. [Learn more.](#)

**Access your files on the go!**



Access your backed up files at [Carbonite.com](#) or with our mobile apps for **iOS** and **Android™**.

[Learn more](#)

Carbonite ©2014

# Carbonite Computer Backup

OUR REDESIGN (MAIN SCREEN)

The screenshot displays the Carbonite web interface. At the top, the Carbonite logo is on the left, and the subscription status "Your Personal Basic subscription is valid until 8/23/2016" with a "Get help" link is on the right. Below this is a navigation bar with three main sections: "Back up MY COMPUTER TO CARBONITE" (highlighted), "My files ON MY COMPUTER AND IN MY BACKUP", and "Restore FROM CARBONITE TO MY COMPUTER".

The main content area features a large green checkmark and the text "Your files are safely backed up". Below this, a diagram shows a computer icon labeled "Susan's Computer" connected by a green arrow to a cloud icon labeled "Carbonite". The arrow contains the text "87,503 files (283.4 GB)" and "Last updated about an hour ago". A "Pause my backup" button is positioned below the arrow.

At the bottom of the main area, there are two buttons: "Backup settings" and "My account". At the very bottom, a help link states: "Need to get your files back? [Restore everything](#) or [just get a few files.](#)"

On the left side, a partial sidebar is visible with the Carbonite logo and a "Back Up" section. The sidebar includes links for "Back Up", "Restore", "Settings", "Account", and "Help". The "Back Up" section shows a green checkmark, "Online Backup", "131 files (72.5 MB)", and a tip: "Tip: You can add o".

# Carbonite Computer Backup


THE LEGACY VERSION I INHERITED (RESTORE FILES)

## CARBONITE®

Restore

- Back Up
- Restore
- Settings
- Account
- Help


### Search and restore



Search your backup for files or folders to restore.

[Search and restore](#)


### Browse your backup



See what's in your backup. Restore files and folders.

[Browse your backup](#)


### Restore all files



Restore all your files at once with Carbonite's Restore Manager.

[Restore all your files](#)

#### Getting a new computer?



Transfer the files in your backup to a new computer at any time. [Learn more](#)

#### Recovering from a crash or virus?

Restore your operating system, and programs, to a prior state on the same computer. [Learn more](#)

Carbonite ©2014

# Carbonite Computer Backup

## OUR REDESIGN (RESTORE FILES)

The screenshot displays the Carbonite web interface. On the left is a navigation sidebar with a purple header containing the 'CARBONITE' logo. The sidebar menu includes 'Back Up', 'Restore' (highlighted in green), 'Settings', 'Account', and 'Help'. Below the sidebar, there are sections for 'Restore' with a 'Search and restore' button and 'Getting a new computer' with a 'Transfer a new computer' button.

The main content area features a top navigation bar with the Carbonite logo, a subscription status 'Your Personal Basic subscription is valid until 8/23/2016', and a 'Get help' link. Below this is a secondary navigation bar with three tabs: 'Back up MY COMPUTER TO CARBONITE', 'My files ON MY COMPUTER AND IN MY BACKUP', and 'Restore FROM CARBONITE TO MY COMPUTER' (which is active and highlighted in dark purple).

The main content area is titled 'Want to get everything in your backup?' and offers two options:

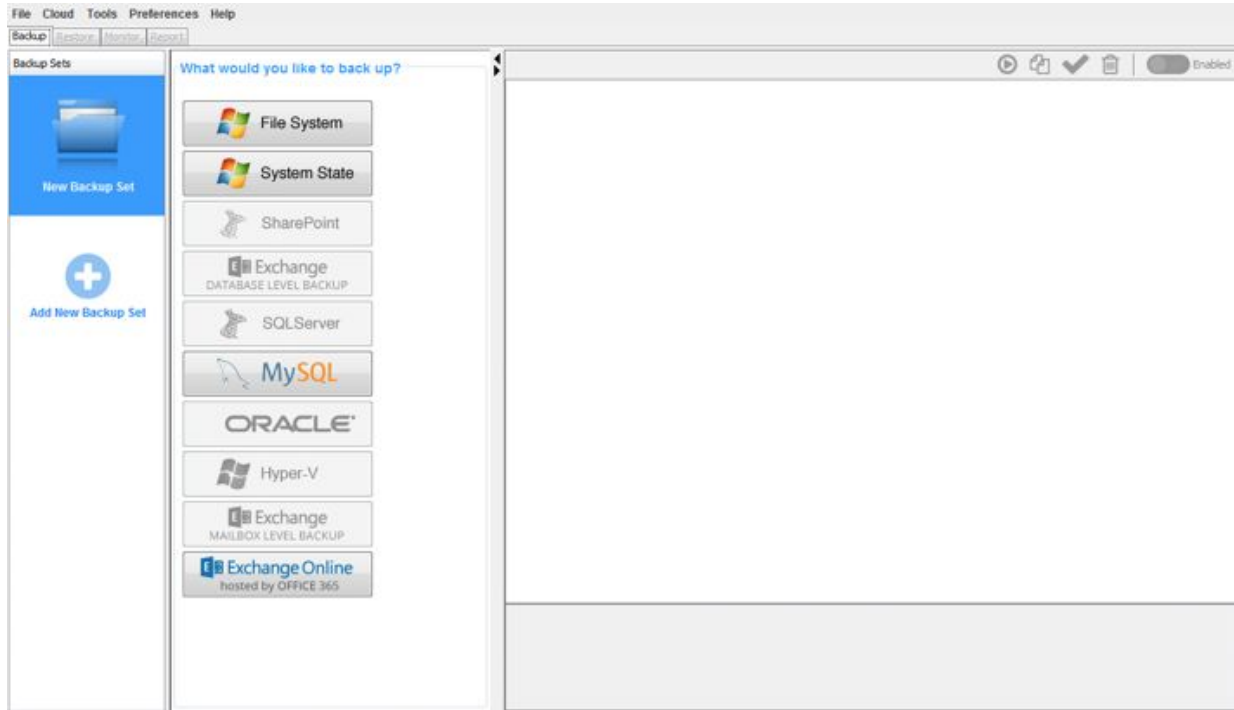
- Put all of my files back where they were on my computer**: This option includes a green button labeled 'Restore in place' and an icon of a computer monitor labeled 'Sarah's Computer'.
- Download all of my files to a folder on my desktop**: This option includes a green button labeled 'Download to my desktop' and an icon of a folder labeled 'Carbonite Restore'.

The word 'or' is placed between the two options. Below these options, the text reads 'Just need a few files or folders?' followed by 'You can browse and search your backup for files you want to restore by clicking "My files" at the top of this window.'

At the bottom, there is a help link: 'Not sure which option to use? [Learn about how to restore your files quickly and easily](#)'.

# Carbonite Server Backup

THE LEGACY VERSION I INHERITED



# Carbonite Server Backup

## OUR REDESIGN

The screenshot displays the Carbonite Server Backup web interface. On the left is a sidebar with navigation options like 'New Backup Set' and 'Add New Backup Set'. The main area is titled 'CARBONITE SERVER BACKUP' and features a 'SETTINGS' link in the top right. Below the title is a green button to 'Add a new backup set'. A table lists four backup sets with their usage and status. A 'NOTIFICATIONS' section on the right shows a failed backup for the Bare Metal Image and an email setup warning. A 'GETTING STARTED' section is also visible at the bottom right.

BACKUP SETS (4) ↓	USAGE ↓	
<b>Bare Metal Image</b> Full Server Image	CLOUD 13 GB (x%) LOCAL 26 GB (x%)	<b>Backup Failed 3 days ago.</b> Next scheduled backup will fail.
<b>MySQL Database</b> Microsoft SQL Server	CLOUD 34.4 GB (x%) LOCAL 34.4 GB (x%)	Backup on schedule
<b>Microsoft Exchange Server</b> Exchange Server	CLOUD 13 GB (x%) LOCAL 26 GB (x%)	Backup on schedule
<b>Server System State</b> Windows System State	CLOUD 34.4 GB (x%) LOCAL 34.4 GB (x%)	Backup on schedule

**NOTIFICATIONS** [Edit Notifications](#)

- Backup failed** on Bare Metal Image  
Backup overdue by 7 days  
July 28, 2015 @ 11:35pm
- Email setup is not complete**  
You have not configured CSB to use your email server yet. Until you do, you won't get our crucial email notifications.  
[Configure your email server now](#)

**GETTING STARTED**

- [Retention Settings Best Practices](#)
- [Create Recovery Media](#)
- [First Time Set Up](#)



# Carbonite SMB Portal

THE LEGACY VERSION I INHERITED



Search by group, user or computer



Elias Sardonis

Welcome Elias

You have 30 days left in your trial.

[Buy Now](#)

**Carbonite Server Pro Bundle**

Backup Dashboard

Notifications

**Account**

Account Summary

Billing Information

Personal Information

**Support**

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## Carbonite - Dashboard



**Carbonite Pro**

(For computers & Windows file servers)

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**Carbonite Server**

(For databases, SQL, and more)

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Invite Users and Admins to back up

Want help getting started? Let one of our experts walk you through the install!



[Click here to schedule your FREE valet installation.](#)  
Installation appointments are available Monday-Friday 9:00AM-6:00PM EST

Questions? Call 1-855-CARB-BIZ (855-227-2249) or email [BusinessTeam@carbonite.com](mailto:BusinessTeam@carbonite.com)

Users

Computers

**Servers**

[Download backup certificate](#)

You are currently not backing up any servers, [please schedule a valet setup appointment here.](#)

# Carbonite SMB Portal

## OUR REDESIGN

CARBONITE

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Want help getting st

Click here to  
Installation app

Users

Download backup certifi

You are currently not be

The screenshot shows the Carbonite SMB Portal interface for 'Smith & Co Investments'. At the top, there is a navigation bar with 'Support', 'Contact', and 'John Doe' (with a dropdown arrow). Below this is the Carbonite logo and a search bar. The main header displays the company name 'Smith & Co Investments' and a 'Company Details' link. The dashboard is divided into several sections:

- CLOUD STORAGE:** A progress bar shows '73% full' with '453GB of 500GB' used. There is an '+ Add Storage' button.
- COMPUTERS & SERVERS:** Displays '163 COMPUTERS' and '0 SERVERS'. There are buttons to 'Add a new computer' and 'Add a new server'.
- BACKUP STATUS:** Shows '143 BACKED UP' (with a green checkmark), '17 TAKE NOTICE' (with a yellow warning icon), and '3 ALERT STATUS' (with a red X icon). A 'Show me more' link is present.
- NOTIFICATIONS:** A list of alerts with 'Show me all' link:
  - Backup Failed on Elias's Macbook Pro (March 19, 2014 @ 2:34pm)
  - Backup 6 days overdue on Tara's Computer (March 19, 2014 @ 2:34pm) with 'See details', 'Notify owner', and 'Dismiss' buttons.
  - 157 files will be deleted in 5 days or less. (March 19, 2014 @ 2:34pm)
  - Eval Silvera's total backup size seems a little small. (March 19, 2014 @ 2:34pm)
- STORAGE USAGE BY FILE TYPE:** A pie chart shows '18%' for Videos. A legend lists Videos, Documents, and Mail.

# Carbonite Product Line

## OVERVIEW OF REDESIGN

Obviously, the visual design elements stand out most clearly here, but more important are the many experience improvements we made as part of these overhauls.

The image displays four distinct user interface screenshots from the Carbonite product line:

- Top Left:** A dashboard for "CARBONITE SERVER BACKUP". It features a navigation bar with "Back up MY COMPUTER TO CARBONITE", "My files ON MY COMPUTER AND IN MY BACKUP", and "Restore FROM CARBONITE TO MY COMPUTER". A central message states "Your files are safely backed up" with a green checkmark. Below this, a progress bar shows "87,503 files (283.4 GB)" and "Last updated about an hour ago". A "Pause my backup" button is visible. The interface also includes a "OUR POLICY RECOMMENDATION" section with a list of backup types: Bare metal image, MySQL Database, Microsoft Exchange Server, Server System State, and File System State. A "Get Started" button is at the bottom.
- Top Right:** A "MAILSTORE" welcome screen. It says "WELCOME TO MAILSTORE" and provides a brief overview of the service. Two main buttons are present: "TRY OUT MAILSTORE" (described as "Quick & easy single mailbox setup") and "ARCHIVE EXCHANGE" (described as "Archive an Exchange or O365 environment"). A link at the bottom offers to "import local email files or manually configure other server types".
- Bottom Left:** A dashboard for "Smith & Co Investments". It features a "PROTECT BUSINESS DATA EFFORTLESSLY" header. A "CLOUD STORAGE" section shows a progress bar at "73% full" with "453GB of 500GB" and an "Add Storage" button. A "BACKUP STATUS" section displays three metrics: "143 BACKED UP" (with a green checkmark), "17 TAKE NOTICE" (with a yellow warning icon), and "3 ALERT STATUS" (with a red X icon). A sidebar on the left contains navigation icons for Home, Computers, Servers, Users, Activity, and Analytics.
- Bottom Right:** A "Back Bay IT's Partner Dashboard". It includes a "CUSTOMER STATUS & OVERVIEW" section with a green checkmark indicating "You have 143 customers running smoothly" and a red X indicating "You have 13 customers with alerts". A "PLATINUM PARTNER" badge is shown with sales figures: "\$10,098 YTD SALES" and "\$1,098 MARCH SALES" (a 7% increase). A "PRODUCT SALE BREAKDOWN : MARCH 2015" table is also present.

# Carbonite UX Reviews

REVIEWS FROM A FEW PUBLICATIONS

## Lifewire

“Something else I appreciated with Carbonite is just how simple restoring your data is to do. For obvious reasons, I think restore should be as easy as possible and Carbonite definitely makes it a breeze.”

<https://www.lifewire.com/carbonite-review-2617904>

## PCWorld

FROM IDG

“The elegant simplicity of Carbonite is perfect for users who know what they want to back up.”

<https://www.pcworld.com/article/3220525/data-center-cloud/carbonite-review-cleverly-integrated-online-backup.html>



“Carbonite Cloud Backup is a strikingly simple product to use; it certainly won't require vendor intervention for the vast majority of customers”

<https://www.pcmag.com/article2/0,2817,2500052,00.asp>



## Head of UX, 2004 - 2014

### **The company**

Jenzabar is a higher education software company, making back-office ERP products for colleges and universities, as well as a web-based portal for students and faculty.

### **The role & the team**

I joined Jenzabar in 2004 as the only designer in the company, at the time working on the front-end portal aimed at students and faculty. By the time I left, I was leading a UX team of five that covered all the products in the company.

### **Notable accomplishments**

- Brought the discipline of UX design to a very old-school product company.
- Successfully advocated for (and created the initial design proposals for) a next-gen, web-based version of the company's flagship ERP back-office software.
- Helped create two long-standing customer advisory boards to bring the voice of our users to our R&D process.
- Personal growth and transition from a UX design IC to a design leadership position.

# Thank you!

Thanks for taking the time to review my portfolio. I look forward to talking further about what I may be able to do for your company.

617-821-7800

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