

Scott Guirlinger

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Executive Product Leader | Organizational Strategist | Operational Builder

Enterprise product, UX, and operations executive with 20+ years of progressive leadership across engineering, services, and global product organizations. Proven record of scaling teams across continents, aligning user experience with enterprise strategy, and building operational systems that improve quality, efficiency, and customer outcomes. Combining a technical engineering foundation with advanced training in Human-Computer Interaction to drive measurable business results through systems thinking and organizational design.

Strategic Leadership Expertise

Enterprise UX Strategy • Organizational Scaling • Design Operations • Agile & SAFe Transformation
KPI & Metrics Governance • Quality Management Systems (QMS) • Services & Delivery Leadership
Cross-Functional Executive Alignment • Customer Insight Integration

CORPORATE LEADERSHIP EXPERIENCE

Executive Manager, User Experience

Octave | Remote

February 2023 – Present

Lead global UX organization supporting enterprise software portfolio.

- Direct global team of 25+ UX researchers, designers, and managers across 4 continents.
- Improved team retention by 60 points over four years, reducing voluntary attrition to 0% through engagement, performance management, and talent development.
- Define and execute UX vision aligned with divisional strategy and product roadmaps.
- Establish KPI framework across quality, efficiency, compliance, innovation, and talent development.
- Represent UX on divisional QMS governance team; define annual organizational objectives.
- Built scalable design operations infrastructure (Figma libraries, cross-product standards).
- Implement research enablement strategy (Lyssna, Dovetail) and integrate customer insights from support, services, and customer success into roadmap decisions.

Senior Manager, User Experience

Hexagon PPM | Hampton, VA

February 2022 – February 2023

Led U.S.-based UX team across multiple enterprise software products.

- Managed UX professionals supporting complex engineering platforms.
- Served as Product Owner for UX scrum team; led backlog prioritization and capacity planning.
- Defined departmental strategic roadmap and performance measurement model.

- Participated in Agile Release Train (SAFe) ownership team to improve scaled execution.
- Led formative and summative research to validate product direction and reduce rework.

Senior Technical & Services Leadership Roles

Hexagon PPM / Intergraph PP&M | 2007 - 2022

Progressive leadership across services, customer support, and technical management.

- Managed geographically distributed services teams across three time zones.
- Developed customer proposals, cost estimates, and negotiated statements of work.
- Directed projects across scope, schedule, cost, and risk controls.
- Implemented process improvements to increase delivery accuracy and customer satisfaction.
- Built knowledge management systems and reporting dashboards using CRM and BI tools.
- Served as escalation leader for strategic enterprise customers.

Engineering Foundation

Northrop Grumman | 2003 - 2007

- Contributed to Electromagnetic Aircraft Launch System (EMALS) installation and integration.
- Led redesign of Integrated Catapult Control Station (ICCS), transitioning to electromechanical systems.
- Developed performance and risk modeling tools for defense applications.

COMMUNITY & BOARD LEADERSHIP

Board of Directors (Secretary; Marketing & Development Chair)

Hope House Foundation | 2017 – Present

Provide governance oversight for nonprofit serving adults with developmental disabilities; lead development and marketing strategy and advise on assistive technology initiatives.

President

Wards Corner Civic League | 2017 – 2026

Lead board and membership meetings; advocate resident priorities with city officials; represent civic league in citywide planning forums.

Founder & Commissioner

Kickball League of Hampton Roads | 2009 – 2025

Founded and scaled regional recreational league from 100 participants to 1,700+ players across nearly 100 teams; managed budget, staffing, marketing, and digital infrastructure.

Scoutmaster

Troop 5 | 2023 – Present

Mentor youth leadership team; oversee operations, compliance, and budgeting coordination.

EDUCATION

Iowa State University

M.HCI, Human Computer Interaction – 4.00 GPA

Old Dominion University

M.S., Modeling & Simulation - 3.96 GPA

The Pennsylvania State University

B.S., Mechanical Engineering

B.S., Mathematics

Schreyer Honors College

SELECT RECOGNITION

- Board Member of the Year - Hope House Foundation
- Top 40 Under Forty Award - Inside Business
- President's Leadership Award (Technical Excellence) - Northrop Grumman
- U.P.L.I.F.T. Award – City of Norfolk
- Eagle Scout