**CHRIS HAWKINS UX DESIGNER** analysis - design - direction

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**Keywords**: Sr. UX Designer, User Experience Designer, UX Consultant, Interaction Designer, Visual Designer, UCD

**SUMMARY**

**15 years UX design**, including deep knowledge in interaction design, visual design and user research, with extensive experience in both enterprise and consumer domains.

**Skills**

* **Interaction design** (flow charts, mockups, wire frames, interaction/interface behavior specs/mobile/web)
* **Visual Design** (finished product, visual guidelines).
* **User research, formal and “lean”** (user profiles/personas, task flow analysis, storyboards, conceptual design)
* **Requirements planning** (analysis & translation of requirements into effective solutions)
* **People Management** (4 reports and several contractors)

**Domains**

* **Enterprise:** financial services, investment management, CMS, Talent management, social collaboration tools
* **Consumer**: Retail sites, green communities
* **Government**: Transportation

**Platforms**

* **Web** (internal apps, cloud-based, SaaS**), mobile** (tablet iOS and Android)

**PROFESSIONAL OBJECTIVE**

My passion is to create a fantastic, intuitive and beautiful user experience. I believe in applying best practices in User-centered design (UCD), to get great data, and to balance user needs with your business goals. I find it essential in today’s competitive landscape focused on the customer experience. And, collaboration and iteration with all stakeholders throughout the Agile life cycle, is also key to your success. I’ll help you get there!

**TOOLS**

Adobe products (Fireworks/PS), OmniGraffle, MAC/PC, general MS tools, Techsmith, GoTo, WebEx, many others

**EDUCATION, CERTIFICATION & TRAINING**

* **MS in. Human Computer Interaction**, Rensselaer Polytechnic Institute, Troy NY
* **BS in Anthropology**/Music, Indiana University, Bloomington, IN
* **AA Programmer/Analyst, Web Design**, Pima College, Tucson, AZ
* Paid internship with InContext Design (originators and authors of Contextual Design)
* *Creating Personas* and field studies with Kim Goodwin, Cooper Interaction Design
* Usability Testing, Stanford University
* User Interaction and Usability tutorials with Jakob Nielsen

**WORK EXPERIENCE**

**Sr. User Interaction Designer Feb 2014 - present**
Advent Software, Investment Management, San Francisco, CA.

* Created the company's first UI Platform library
* Design & co-define user requirements for investor management tools & configurations for cloud platform
* Contribute to UX research / personas, and design practices

**CHRIS HAWKINS CONSULTING**

**UX / UI Consultant & Coach, Sr. UI/UX Designer** **Feb 2013 – ongoing**

Note: This is my own firm, therefore I always list this first, even if engaged full time.

Provide consulting, coaching and contribution in User-centered design (UCD) & research solutions, from ideation through implementation. Projects have included:

* Enterprise social collaboration and project management tool, intended to help users find content, through shared networking and visibility of activities and experts (Ultimately released to Siemens and others)
* Investment management tools for institutions, advisors & clients to manage accounts & portfolios
* Kiosk work for fashion industry, early in career

**Sr. User Interaction Designer Feb 2014 - present**
Advent Software, Investment Management, San Francisco, CA.

* Created company's first UI Pattern library
* Designed configurations for Cloud-based investor management tools and views
* Co-created/conducted interviews to establish company personas, uncovering gaps in user data

**Sr. UI Designer**

CyberSource, a Visa Company, Foster City, CA **Jan 2012 – Feb 2013**

* Created company’s first visual style guide with CSS rebranding guidelines for resellers
* Designed interaction and visuals for signature processor and checkout settings application
* Co-created and presented company’s first UX UCD presentation
* Conducted various types of practical user research

**Sr. User interaction Designer**

Macadamian Technologies (consultancy) **Feb 2011 – Oct 2011**

* Created conceptual design for Electronic Health Records application, which secured second round of funding
* Created iPad controls application for wireless camera
* Designed Android/BB specs for enterprise telephony projects

**Director of User Experience**

Berkeley Transportation Systems, Berkeley, CA **Mar 2010 – Jan 2011**

* Produced company’s first body of UX research for traffic engineering site
* Created new data visualizations for state highway administrators
* Established first documentation on UX process and resources

**Sr. User Experience Designer**

Dun & Bradstreet, Financial Services, San Mateo, CA **Jan 2008 – Jan 2010**

* Designed/released peer-peer business networking tool for exchanging trade references (patented)
* Established significant process changes to include more user-centered methods in the development cycle
* Created company’s first vision document for their new UI Platform Infrastructure, via my hires

**Sr. UI Designer / Acting Product Manager**

Saba Software, (Human Capital Management/enterprise software), Redwood Shores, CA **Aug 2005 – Apr 2007**

* Nominated for Employee award for excellence with first six months.
* Stepped into product management role for Talent release application as needed
* Designed and led first web 2.0 prototypes, directed developers in DHTML/Ajax, and Flex

**Lead UI Designer**

EMC (Information Management Lifecycle software), Santa Clara, CA **Sept 2003 – Aug 2005**

* Led research efforts in contextual inquiry, usability testing and card sorting
* Created first UI specification for Microsoft Office App Connectors
* Developed prototype for interface for J2EE-based portlet builder
* Re-skinned legacy backup and recovery product on time and under budget

**Usability & UI Lead Manager**

Care2.com, online environmental community portal, Menlo Park, CA **Jun 2001 – Aug 2003**

* Successfully designed first social networking portal
* Doubled membership, won award for "Best New Technology Site" from USA Today, August 2001

**AFFILIATIONS**

* Bay Area Computer Human Interaction
* Phi Theta Kappa
* LinkedIn UX professionals group

**PERSONAL FAVORITES**

* The Inmates are running the Asylum (Alan Cooper)
* The Design of Everyday Things (Donald Norman)
* The Media Equation (B. Reeves & C. Nass)
* Web sites: <smashingmedia.com>, [boxesandarrows.com](http://www.boxesandarrows.com)

**PORTFOLIO SAMPLER**

* [Sampler Portfolio](http://www.usermatters.com/hawkins_UX_designer2015.pdf) - Shows **breadth of experience**; **depth of design thinking** shown in a 1:1, where specs, flows and context can be discussed

**REFERENCES**

* [Linkedin.com/in/uigrrl](http://www.linkedin.com/in/uigrrl)