

# First Last Name

Vancouver, BC  
Tel: 555-555-5555

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email@gmail.com

English / French / Cantonese

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## SENIOR UX / UI DESIGNER

INDUSTRIES: GAMING / MEDICAL / TELECOM

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Results-oriented professional optimizing user experience by combining educational background in Human-Computer Interaction with extensive real-world work supporting clients to improve software design. Proven ability to meet / exceed customer expectations by leveraging curiosity about workflows and strong listening skills. Comfortable working in environments ranging from startups to structured, multi-national / multi-department program team. Demonstrated ability to work in fast-paced, time-sensitive situations; motivated to deliver high-quality work at minimum cost, within strict timelines.

### Key Skills:

- Design Improvement & Optimization
- Quantitative & Qualitative Usability Testing
- Budget & Cost Control
- Localization & Customization
- Visual Upgrading & Consistency
- Workflow Analysis & Optimization
- Research & Requirements Gathering
- Creative Thinking & Problem Solving

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## PROFESSIONAL EXPERIENCE

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**COMPANY GROUP**, Coquitlam, BC

2012 to 2020

### Senior UI/UX Designer

designed dental surgery module and adapted cloud-based EHR for academic dental school market.

- Drove early product development, achieving multi-platform functionality (mobile, tablet) localization, and French language version, by taking on a wide range of duties including:
  - Product Design           ➤ Customer Validation Walkthroughs           ➤ Cost / Benefit Analysis
  - Feasibility Analysis       ➤ User Acceptance Risk Analysis           ➤ Requirements Discovery
  - Vision Prototypes       ➤ Competitive Analysis                   ➤ Heuristic Evaluation
- Supported sales by designing new, sellable module to capture real-time surgery data – researched existing tools, analyzed workflow, and built on best practices to create internet accessible prototype.
- Minimized costs while receiving timely actionable feedback with virtually no limit to number of potential participants by developing pipeline for unmoderated, remote usability testing.
- Improved efficiency by performing on-site ethnography and workflow analysis for complex workflows.
- Modernized system look and feel by customizing and replacing icons, colours, and scripts; giving impression of complete system overhaul at minimum cost.
- Limited company exposure to violation lawsuits by making changes in compliance with copyright laws.

**ACME CORP.**, Vancouver, BC

2008 to 2012

### Usability Manager

Led teams to deliver major projects, e.g. met timelines and effectively managed \$300M budget by leading teams of usability analysts to create and finalize software design.

- Increased client satisfaction and trust – leading to projected business benefits of \$4M to \$19M – by leading comprehensive client walkthroughs using interactive wireframes.
- Improved user acceptance of software and multiple design changes, at minimal project cost, by organizing and running usability studies at multiple client sites across Canada.
- Facilitated decision-making by presenting business cases for VP-level stakeholders and developing custom calculators for cost / benefit (COMS) analysis, usability quantifying (SUS), and NPV calculation.

**PROFESSIONAL CORP.**, Toronto, ON

2005 to 2008

### **Systems Analyst / UI Designer**

Drove on-going improved product usability by developing usability processes still in use, as well as providing accurate project cost estimates using Use Case Point estimation.

- Addressed most severe usability issues on company's premier product by organizing and running usability studies on client sites.
- Ensured ISO, HIPAA, and CMMI standards were met on software projects by managing use case, non-functional, and user interface requirements for both client / server and web products.
- Gathered requirements from customer site visits across North America by conducting end-user interviews and ethnographic reporting.

**PROGRAMMERS R US**, Victoria, BC

2001 to 2005

### **Software Developer**

Developed UI components (sliders, buttons) and front-end screens for PlayStation 2 and XBOX platforms..

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## **EDUCATION, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

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<b>M.Sc. Computer Science</b> ( <i>HCI focus – GPA: 3.7</i> ), University of California, Berkeley	2001
<b>B.Sc. Computer Science</b> ( <i>English minor – GPA: 3.7</i> ), University of British Columbia	2000

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## **AFFILIATIONS & AWARDS**

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<b>President</b> , Vancouver Toastmasters Club	2011 to 2012
<b>Software Winners Entrance Scholarship</b> , \$20,000	1999
<b>Governor General's Gold Medallion</b>	1999

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## **TECHNICAL SKILLS**

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*Software:* Google Docs / Sheets / Forms / Microsoft Office Suite

*UI/UX Tools:* Axure Pro / Photoshop / Visio / Morae / SPSS / ReqPro / Caliber / Quality Center / Excel / Sketch / Marvel / XD / Google Analytics

*Programming:* Visual Basic / C/C++ / C / Actionscript / WordPress / HTML

*Usability Skills:* Site maps / information architecture / heuristic evaluations / contextual inquiry / site visits / end-user sit-ins / paper prototyping / wireframes / interactive prototypes / user interface visual & interactive guidelines / user surveys / focus groups / quantification / statistics / localization