Carl Klutzke

Senior business analyst and developer with a masters in user experience.

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EXPERIENCE

Product Designer, Schneider Geospatial: January 2019 – December 2019 (student volunteer)
- Designed an AR mobile app with a virtual guide to the history of Fort Benjamin Harrison, for Arts for Lawrence.

User Experience Designer, Graspable Inc.: May 2019 – August 2019 (remote internship)
- Researched competitors, analytics, and users to improve onboarding of a SaaS education product.
- Redesigned product's user interface and document storage system.

Front End Developer, The Game Crafter: May 2018 – August 2018 (remote internship)
- Developed a prototype that allowed a single code base to serve multiple specialized store fronts.

Senior Business Analyst, Simon Property Group: May 2010 – July 2017
- Replaced our legacy expense reporting system while switching travel card vendors. Improved user experience and engagement for 5000 employees while saving money.
- Launched a procurement system for 30 departments and 300 shopping malls. Improved plan compliance and reduced fraud.
- Transitioned our manual lease workflow process to Salesforce.com. Improved speed and visibility over manual process.

Consulting Business Analyst, Fusion Alliance: May 2007 – May 2010
- Enticed reluctant stakeholders via user-centered design to transition Simon's lease workflow system off failing infrastructure.
- Integrated LabWare with the clinical trials reporting system I developed at Covance.

Senior Developer / Analyst, Covance: March 2000 – May 2007
- Redesigned a 13,000-user clinical trials web portal to distill actionable information from terabytes of data.
- Designed and developed UI to streamline entry of 200 ECG diagnostic codes via numeric keypad.
- Re-engineered a clinical trials reporting system to generate 1400 FDA-compliant reports per week. Improved efficiency, scalability, usability, and compliance while adding transactional processing, scheduled processing, and automated delivery.
- Extended a local kit production line to global distribution. Saved $.5M annually, improved global output 81%, improved quality, and reduced delivery time.

Game Designer: Present
- Designed and published *Telepathic* cooperative tabletop game. Studied local vs online play.
- Designed and published *StoryCards Roleplaying Game*.
- Developed *Poor Zefron's Almanac* interactive fiction digital game.

SKILLS

- I help people and technology understand each other.
- UX Research: Competitive evaluation, surveying, contextual inquiry, task analysis, concept mapping, personas, journey mapping, user stories, use cases, requirements analysis, Google analytics, data analysis, data visualization.
- UX Design: Storyboarding, wireframing, prototyping (paper, Adobe XD, Balsamiq), Illustrator, InDesign, interaction design.
- UX Testing: Heuristic evaluation, cognitive walkthrough, protocol design, think-aloud protocol, accessibility, remote user testing.
- UI Development: HTML, CSS, JavaScript, D3, Node.js, Vue.js, Bootstrap, Git, GitHub, Unity, Vuforia, Python, SQL, C#, .NET.
- General: Project planning, coordinating, collaborating, client rapport, outreach, writing, presenting, training, promoting.

EDUCATION

Masters in Human-Computer Interaction, IUPUI: January 2018 – December 2019. GPA: 4.0.
- Designed a prescription management system for a healthcare portal.
- Designed an augmented reality mobile game to get players to exercise together.
- Developed an interactive data visualization for The Children's Museum of Indianapolis.
- Designed a reputation hub system to address player toxicity in online gaming.
- Developed an augmented reality business card app for Sun FundED.

Bachelors in Professional Writing and Creative Writing, Purdue.

LEADERSHIP AND COMMUNITY INVOLVEMENT

Indiana User Experience Professionals Association: 2007 – present. **Vice President**, 2018-present.
- **Co-organizer**, Indiana World Usability Day 2018, 2020.
- **Co-presenter**, Indiana World Usability Day 2018: Shapiro, S., & Klutzke, C. *Don't Be Evil: The Lure of Dark Patterns*.

Indianapolis Interaction Design Association: 2017 – present.
Experience Makers user experience design meetups: 2014 – present.
Protospiel tabletop game design conventions: 2007 – present. **Organizer**, Protospiel Indy, 2018 – present.