Christian Teixeira

UX | CX | User Research

Key Skills

- Stakeholder engagement across customer, business and technology

- Needs identification / user research

- Business requirements gathering and/or gap analysis

- Process review, analysis and improvement

- Problem-solving

- Design and facilitation of workshops

- Conducting interviews and contextual enquiries

- Developing personas, journey and process maps as well as scenarios

- Coaching teams to explore ways of delivering customer experience

- Experience in Human Centered Design, UX, CX, SEE framework, and other similar methodologies

- Technical skills include JIRA/Confluence, SQL, Excel, Adobe Suite, Sketch, Invision office, video audio tools, 3D engines on PC and Mac environments

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Summary

Having worked in a variety of roles including CX/UX consulting, Research and business analysis across a range of industries including financial services, education, and healthcare, I have built-up a broad range of skills in stakeholder engagement, driving customer-centricity and user empathy, identifying improvement opportunities and problem-solving.

I enjoy working with individuals and teams to identify their needs and pain points with the purposes of helping identify continuous improvement as well as new solutions.

Looking forward I am excited to continue down a path of user focused design through interesting and challenging problem spaces.

Past Engagements

- August 2018 - August 2019 - Business / Process Analysis, National Australia Bank

- June 2018 - August 2018 - UX Consultant, Cengage

- August 2015 - October 2017 - UX Consultant, CXCO

- June 2015 - July 2015 - Research Assistant to Professor Jane Goodman-Delahunty, Charles Sturt University

Professional qualifications

- Intensive User Experience Design (2018) General Assembly, Melbourne

- Diploma of 3D Art and Animation (2011-2012) Academy of Interactive Entertainment, Sydney

Experience:
August 2018 - August 2019 (Contract)
CX / Process Analysis, National Australia Bank (Melbourne)

Key learning: The intersection of CX/Research and Business Analysis

Wealth Separation – Tech Platforms Stream (Current)

As part of its strategy NAB has announced to market its intent to exit the MLC wealth management business. As part of this activity, the new Wealth business will have to stand up centralised functions currently provided by bank-aligned teams, including some of the technology tools and platforms used across teams.

As part of the project team, I was tasked with assisting Architecture and the Service Owner in working through the treatment strategies of either replicating services or moving to a Software-as-a-Services (SaaS) offering. This included identifying current team usage of tools, identifying the running costs of replicating the service and engaging with vendors to validate the cost and fit of SaaS options.

In addition, where the opportunity to rationalise a number of existing monitoring tools onto a single platform (Dynatrace) was identified, I was tasked with soliciting high level requirements from the teams using the tools, as well as facilitsting a workshop with the vendor to identify any gaps in functionality as an input into the overall strategy and planning.

Currently this intiative has been put on hold, while other separation activities have been re-prioritised and brought forward.

Enterprise Release Process Analysis

The entrpise release process is managed by a central team, the WER team within the Wealth Technology business unit. This team engage with both waterfall projects and agile squads, which may have their own release managers, in planning and managing large integrated releases into the production environments.

I was asked to design and run workshops with the central release team and people external to the team who perform release management activities for the purposes of mapping out the end-to-end process and identifying opportunities to reduce duplication of effort, as well as to help identify general improvement opportunities to remove waste and simplfy the overall process.

Using the workshop outputs, I built an end-to-end release journey map highlighting key pain points and worked with the stakeholders to priorities the pain points and map current improvement opportunites to identify gaps for action.

Customer Notification Event Remediation Analysis

Focused on the Wealth Management arm of the NAB business, I was engaged to both help identify impacted customers due to errors in a customer notification system as well as identify the end-to-end data flow and work with the relvant teams to identify root cause and improvement opportunities.

For the quantitative part of the exercise, I sourced key data extracts for in-scope customer notifications between 2011 and 2019 (year-to-date). I then had to cleanse, map and reconcile the data (2.7 million points of data) to identify the customer impacts.

To complete the data-flow and process review, I engaged the technology teams to understand their inputs, outputs as well as any issues and/or improvement opportunties to help address root cause.

After socialising my findings with key stakeholders, I handed over my reports of both the impacted customers and process overview to Risk to close out Board reporting and futher remediation activities.

Additional activities:

In addition to the core project work, I worked with the Wealth Services Technology group to develop some internal branding for the team including a team logo and video material.

June 2018 - August 2018 (Contract)
UX Consultant, Cengage (Melbourne)

Key learning: Working in Agile teams

Cengage is an educational print and digital publication company with products in both primary and secondary schools around the globe. I was hired as a contractor to research and develop market and internal reviews in preparation for a new platform scheduled for launch in 2019.

After familiarising myself with position of the company in the market and its strategy, I completed a comprehensive market research and competitor analysis activity to create a benchmark for an internal asset review.

My approach to undertaking the internal review consisted of interviews with content authors, sales staff and high-level stakeholders, as well as by developing broader a survey to discover teacher needs and pain-points.

To wrap-up the engagement my findings were collated together with recommendations outlining key opportunities.

August 2015 - October 2017
UX Consultant, CXCO (Sydney)

Key learning: Approaching user problems from a customer centered methodology

CXCO is a boutique customer experience consultancy with major clients in finance, government, health, telecommunications, and travel.

During client engagements I would provide hands-on support during the discovery and research phases of client projects; this included managing and conducting contextual enquiries, refining interview outputs for tool development and working together with the CX-team to design and deliver personas, journey maps and scenarios.

In addition, I was tasked with the role of practice manager to ensure quality of client deliverables and consistency of our internal methods.

June 2015 - July 2015 (Contract)
Research Assistant to Professor Jane Goodman-Delahunty, Charles Sturt University (Sydney)

Key learning: An introduction to research and user engagement

Professor Goodman-Delahunty conducted research into the psychological aspects of sexual abuse and its social interpretation. The study involved mock jury sessions where volunteers watched recorded cases, deliberated, and presented a verdict.

My role was to both help facilitate these sessions as well as observe deliberations to understand the motivation behind each verdict.

To facilitate the mock jury, I prepared trial directions for volunteers, coordinated large groups of people (90 groups of 10-14 jurors) on a tight schedule, and collated the resulting survey data, video and audio transcripts. Where needed, I would provide support for volunteers negatively affected by the research material. As part of the documentation of the project I was also involved in the creation of detailed post workshop reports.

Education:
Intensive User Experience Design (2018)
General Assembly, Melbourne

- Using Sketch and Invision to prototype and wireframe design solutions
- Develop a full suite of UX documentation for a digital product, from user personas and wireframes to interactive prototypes.
- Connect and convey how insights into customer behavior — from problems to solutions — can optimize any product or service.

Diploma of 3D Art and Animation (2011-2012)
Academy of Interactive Entertainment, Sydney

- Creating 3D environments
- Learning to use industry software, including 3D engines
- Working self-directed, as a team member, and as a team leader
- Managing projects to meet deadlines and established production goals