CRAIG GRAHAM

UX ARCHITECT

SUMMARY

I strive to create intuitive and efficient user experiences that delight in unexpected ways based data-derived insights from customer research, experimentation and observations.

EXPERIENCE

USER EXPERIENCE ARCHITECT   12/16 - Present
Pillar Technology

I work side-by-side with client teams on UX transformation projects, combining user experience, technology and business requirements to meet business goals and create delightful, effective user interactions.

USER EXPERIENCE ENGINEER   1/15 - 12/16
General Electric – Digital

Helped to create GE Digital's Startup Incubator, where I served as the UX subject matter expert helping GE make wise decisions on which projects to invest in and helping those product teams be successful.

SOFTWARE DEVELOPER & UI DESIGNER   5/13 – 1/15
General Electric – Aviation

Introduced Customer-Centered design methods while leading development of supplier management applications, which improved supplier relations by providing insight into supplier performance.

SOFTWARE ENGINEERING CONSULTANT   5/12 – 5/13
Booz Allen Hamilton

Designed and built new full-stack features based on client feedback from show and tell meetings and focus group demos. Collaborated with quality assurance teams to debug and fix application errors.

COMPUTER SCIENCE CO-OP STUDENT   4/09 – 1/11
National Security Agency (NSA)

Wrote receiver control interfaces to enhance a software-based multi-channel digital processing system, carried out close access technical device detection sweeps and served on a rapid server deployment team.

EDUCATION

B.S COMPUTER SCIENCE (2012)
Grand Valley State University

ADDITONAL TRAINING

GE RISE Leadership Program
Acceleration program for top 1% performers

SKILLS

User Research
Usability Testing Personas
User Satisfaction Surveys UI Development
StoryMaps
UI Design
Information Architecture
Responsive Design
Ethnographic Studies
Problem Refinement
Discovery Sprints
Storyboards

TOOLS

Axure
Angular
Photoshop
Javascript
HTML5/CSS3
Java
Whiteboards

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