

Craig Graham

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Portfolio: <https://grahamcr.github.io>

To Whom It Concerns,

I am a storyteller with a passion for creating memorable stories which enable others to empathize with user's goals, needs and pain-points. It is my goal to use every tool in my repertoire to build a continuous understanding of a product's users in order to create actionable insights for the benefit of an entire team and it's stakeholders.

I believe that my portfolio shows an ability to take complex technical concepts and distill them into delightful user experiences to improve customer perception, employee effectiveness and user morale. I received a Bachelors of Science in Computer Science from Grand Valley State University in 2012 and have been designing user experiences and developing software for such notable organizations as the National Security Agency, Booz Allen Hamilton and General Electric Company since then. I believe that my UX philosophy would be a positive addition to the open and collaborative environment that already exists at your company because:

- I specialize in working as part of a distributed, multi-disciplinary team to create effective and beautiful user experiences.
- I can quickly translate research insights into testable interactive mockups using tools such as Axure and Sketch in order gather vital user insights and feedback.
- I have a 5+ years of experience designing and developing beautiful, easy-to-use responsive web applications using frameworks such as Angular, Bootstrap, JQuery, Materialize and more.
- I have experience running design discovery/ideation sprints and designing within an agile software development environment.
- I have had the opportunity to lead UX efforts for the last two years, working together with direct reports, stakeholders and clients to create value through UX.

You can find a portfolio of my previous work at: <https://grahamcr.github.io>.

Thank you for taking the time to review my credentials and I will look forward to speaking with you,

Sincerely,

Craig Graham

CRAIG GRAHAM

SR. USER EXPERIENCE RESEARCHER

SUMMARY

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

EXPERIENCE

UI/UX DEVELOPER 5/17 - Present

[Freelance](#)

I help clients create experiences that empower their users to achieve their goals by understanding unmet needs and motivations.

USER EXPERIENCE ARCHITECT 12/16 - 5/17

[Pillar Technology](#)

Partnered with client teams on UX transformation projects, combining user experience, technology and business requirements to meet business goals and create delightful, effective user interactions.

SR. USER EXPERIENCE RESEARCHER 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.

FRONT-END 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 multichannel digital processing system, carried out close access technical device detection sweeps and served on a rapid server deployment team.

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
Bootstrap/Materialize
Sketch
Balsamiq
Photoshop
Javascript
HTML5/CSS3
Whiteboards

EDUCATION

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

ADDITIONAL TRAINING

GE RISE LEADERSHIP PROGRAM
[Accelerator program for top 1% employees](#)

CONTACT ME

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