**CRAIG GRAHAM**

**Sr. UX DESIGN RESEARCHER**

**SUMMARY**

I strive to create intuitive and efficient user experiences that

delight in unexpected ways based data-derived insights from

customer research and observations.

**EXPERIENCE**

USER EXPERIENCE ENGINEER 1/15 - Present

General Electric – Digital

Helped to set up GE Digital's Startup Incubator and served as its UX subject matter expert. Advocated for the user in new feature and product priority/value discussions using results from well thought out user research experiments leading to go/no decisions on new products. Translated experiment results into fully developed, cross-platform user experiences. Measurably improved user satisfaction of existing applications using HEART.

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

User Experience Maps

UI Design

Information Architecture

Responsive Design

Ethnographic Studies

Problem Refinement

Product Discovery Research

**TOOLS**

Axure

Angular

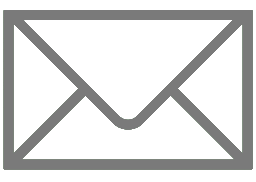
Photoshop

Javascript

HTML5/CSS3

Java

Whiteboards

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