# User Experience Designer

# ROBERT SMITH

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## Objective

User Experience designer with the heart of a Visual Designer. Interested in design research, UX strategy, interaction design, information architecture, travel, and tv apps. Seattle, Wa opportunities only.

## Skills

User Experience Design, User Interface Design, Problem Solving.

## Work Experience

### User Experience Designer

**ABC Corporation** - November 2014 – June 2015

- Designs from operational and customer-facing perspectives that are helping the all-Tesla Hybrid Mobile App chauffeur service acquire new customers.
- Reduced friction from the customer booking In-Vehicle Information System experience with a cost-effective mobile-first site.
- Planning time and error rates among drivers - Interpreted business and user need-based with custom database and dashboard on interviews.
- Evaluation, and value opportunity analysis. Participated in usability test facilitation/execution.
- Interpreted business and user needs-based. Generated design ideas using wireframe on interviews, and task analysis.
- Generated design ideas using wireframe. Completed site redesign using iterative sketches, storyboards, and flowcharts.
- Delivering design reviews and presentations to Business Analysts, Developer leads Usability and QA teams.

### User Experience Designer

**ABC Corporation** - 2011 – 2014

- Integrated clients requirements and users needs in final deliverables.
- Worked closely with sales and business teams to establish the appropriate business strategy when proposing a user-centered solution.
- Conducted heuristic evaluations and identified usability challenges within client and in-house products.
- Identified and recruited test participants, designed a test plan, and created prototypes for usability testing.
- Collaborated with developers and engineers in pre- and post-design phase, preferably in an agile environment, to ensure a higher rate of success.
- Provided competitive research, site map (information architecture), interaction design (wireframes), and visual concepts for clients.
- Presented user-focused design solutions that increased clients ROI over the short and long term..

## Education

Master of Library Information Science in Library - (University of Washington)