

CHRIS DIORIO (He/Him)

UX DESIGNER PROFILE

chris.diorio12@gmail.com • 646-241-7415

[linkedin.com/in/cdiorio](https://www.linkedin.com/in/cdiorio) • chrisdiorio.net • Madison, WI

Experienced UX Designer with a passion for creating user-centered solutions that are innovative and easy to use with a background in university settings and freelance design. Seeking a role where I can use my expertise in design practice, mindset, and methods to drive and execute user-focused experiences. Open communicator and collaborator with teams and stakeholders to contribute to the development of useful UI for websites and web-based applications. Self-motivated with the ability to work alone or with a team.

Areas of Expertise

- ◆ User Research & Interviews
- ◆ Persona & Scenario Development
- ◆ Task Flows & Storyboards
- ◆ Journey Mapping
- ◆ UX/UI Design
- ◆ Human-Centered Design
- ◆ Mock-ups & Wireframes
- ◆ Interaction Design
- ◆ Prototyping
- ◆ Usability Testing
- ◆ Accessibility Testing
- ◆ QA Test

Technical Proficiencies

Programming & Scripting: HTML | CSS | JavaScript | ReactJS | NextJS | Gatsby

Tools: Figma | Adobe XD | Adobe InDesign | InVision | Mural | Git/GitHub | Visual Studio Code

Experience Highlights

University of Wisconsin – Madison | Madison, WI

2018 – Present

COORDINATOR OF DIGITAL SERVICES | APPLICATION ADMINISTRATOR II

Orchestrate technology and applications as administrator and functional lead of four enterprise-level systems for UW-Madison's Student Orientation, Advising, and Registration (SOAR) program. Advocated for user-centered, holistic experiences for our staff and students using our applications to ensure an intuitive and engaging experience. Drive innovation through researching, recommending, and implementing technology and application resources including Guidebook and Salesforce.

- Spearheaded development and improvement initiatives for **four** enterprise systems: SOAR Reservation System, SOAR Advising Module (SAM), Preparing for SOAR, and New Student To-Do List, used by **10,000+** students and **300+** staff members.
- Functional project lead on the creation of a new student portal to curate and centralize applications as well as communications with students during their transition into UW-Madison.
- Directed redesign and redevelopment of the SOAR Reservation System as well as the SOAR Advising Module, utilizing innovative technology to address the evolving growth and needs of the SOAR program.
- Managed a streamlined transition from in-person orientation programs to online programs during the COVID-19 pandemic.
- Guided and mentored an undergraduate intern assisting with the technology function of the SOAR program and related applications.
- Ensured streamlined operations across all SOAR session programs, supporting staff as well as answering student and parent questions.
- Recognized as Outstanding New OTR (Orientation, Transition, and Retention) Professional by Region V of NODA (Association for Orientation, Transition, and Retention Professionals in Higher Education) in 2020.

Raven Software | Middleton, WI
SENIOR QUALITY ASSURANCE TESTER
QUALITY ASSURANCE TESTER

2014 – 2018
2017 – 2018
2014 – 2017

Managed a team of testers through development milestones and releases of software for various video games. Developed test cases, content sweeps, and milestone test plans, collaborating with production teams on deadlines and project requirements. Tested pre-release video games to verify functionality, data content, performance, usability/playability, as well as hardware/software compatibility. Produced detailed documentation on defects utilizing DevTrack and Jira, distributing findings and actions to design teams.

- Significantly contributed to the successful launches of **six** AAA video games in the *Call of Duty* franchise, providing key insights on designs and functions developed.
- Successfully slashed required team overtime by **50%** by leveraging strategic time management and creating test plans for first-time success.
- Headed continuous QA support for ongoing video games with **millions** of players worldwide, including a China-only Free-to-Play version called *Call of Duty Online* with new content and updates released monthly.
- Completed work to an exemplary level under strict deadlines and intense paces.

Volunteer Highlights

MFF, Inc. | Remote
UX/UI DESIGNER

2022 – Present

UX Designer with the Software Engineering and Infrastructure (SEI) team for an event management system used by **40+** volunteer staff and **10,000+** attendees annually. Designed wireframes, prototypes, and high-fidelity mockups that effectively communicated design concepts. Collaborated with cross-functional teams to prioritize features and design solutions that balanced organization and user needs. Presented designs and design rationales to stakeholders and leadership for review and feedback. Stayed up to date with the latest design trends and technologies to ensure company products remained innovative and competitive.

- Leading the redesign of the user interface for attendee, sponsor, vendor, and artist registration, aiming to improve the user experience and efficiency of the process.
- Implementing a redesign of the UI for administrators and convention staff to better meet their unique needs during the conference, expected to result in improved organization and efficient management of the event.

Education

Capstone Certificate in User Experience Design, University of Wisconsin - Madison | Madison, WI | 2020

Master of Science in Human-Computer Interaction, Rensselaer Polytechnic Institute | Troy, NY | 2012

Bachelor of Science in Games and Simulation Arts and Sciences, Rensselaer Polytechnic Institute | Troy, NY | 2012

Presentations

The New Student GPS: A Digital Experience to Ease Transition

NODA Annual Conference | Houston, TX | Oct 2019

SPRINT! How to tackle big problems in a week

UW-Madison IT Professionals Conference | Madison, WI | June 2019

No (User) Experience Necessary: Digital Experiences by Non-Designers

NODA Region V Conference | Des Moines, IA | March 2019

Awards

Outstanding New OTR Professional Award

NODA (Association for Orientation, Transition, and Retention in Higher Education) - Region V | Apr 2020