# BEN ALTMAN

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## EDUCATION

### University of Guelph

*Master of Science, Applied Computer Science*                                2007-2013

- Focus in Human-Computer Interaction

*Honours Bachelor of Arts, Computer and Information Science*                  2003-2007
- Focus in Information Systems & Human Behaviour
- Minor in Marketing Management

## WORK EXPERIENCE

### BlackBerry

*User Experience Designer*                                                   2014-Present

- Interaction Designer for 8 BlackBerry Android applications, including the iconic Hub, Keyboard, and Universal Search.
- Led design effort for future concepts, including internal exploration and external research processes.
- Worked closely with development and product teams to plan design sprints, understand goals and feasibility, and reduce churn.
- Managed wiki for internal sharing and coordinated completion of outsourced work.

*UX Program Manager*                                                         2011-2014

- Lead UX coordinator and contact for the BB10.2 software release.
- Provided UX guidance, review and approval on 30 projects, reducing risk of designer burnout and the need for outsourcing.
- Led validation sessions for each project, improving adherence to specifications and reducing need for test resources.
- Represented UX leadership at weekly cross-functional meetings, proactively addressing potential issues and concerns.
- Streamlined tracking of work by creating a specialized JIRA project, eliminating multiple competing report methods.
- Enforced UX consistency and evangelized the value of UX to partner teams.

*Usability Analyst, Associate*                                               *2008-2011

- Responsible for user research on 8 projects. Research activities included cognitive walkthroughs, hardware usage sessions, competitive reviews, task-driven user sessions and open-ended experience surveys.
- Constructed personas and conducted heuristic evaluations for both internal and external design deliverables.

## StormHunters MUD (Online Game)

*Administrator, Programmer and Content Developer* *2006-2014*

- Expanded and improved upon code (C/C++) developed by several generations of programmers.
- Implemented a new Web site and forum for community feature discussions and input.
- Designed and created new features, systems and worlds to retain and attract players.

### SKILLS AND CAPABILITIES

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|---|---|
| *Interaction Design* | Wireframing/prototyping in Adobe Illustrator, Balsamiq Mockups, and Axure. |
| *Usability Research* | Heuristic evaluation, card sorting, protocol design, persona creation, surveys, task-driven single/pair sessions. |
| *Presentation* | Executive presentations, weekly reports, research results. |
| *Development* | C, C++, Java, HTML, CSS. |
| *Language* | OSSD Bilingual Certificate |