

CHRIS GEYER

| Portfolio of work samples | <https://github.com/chrisgeyer>

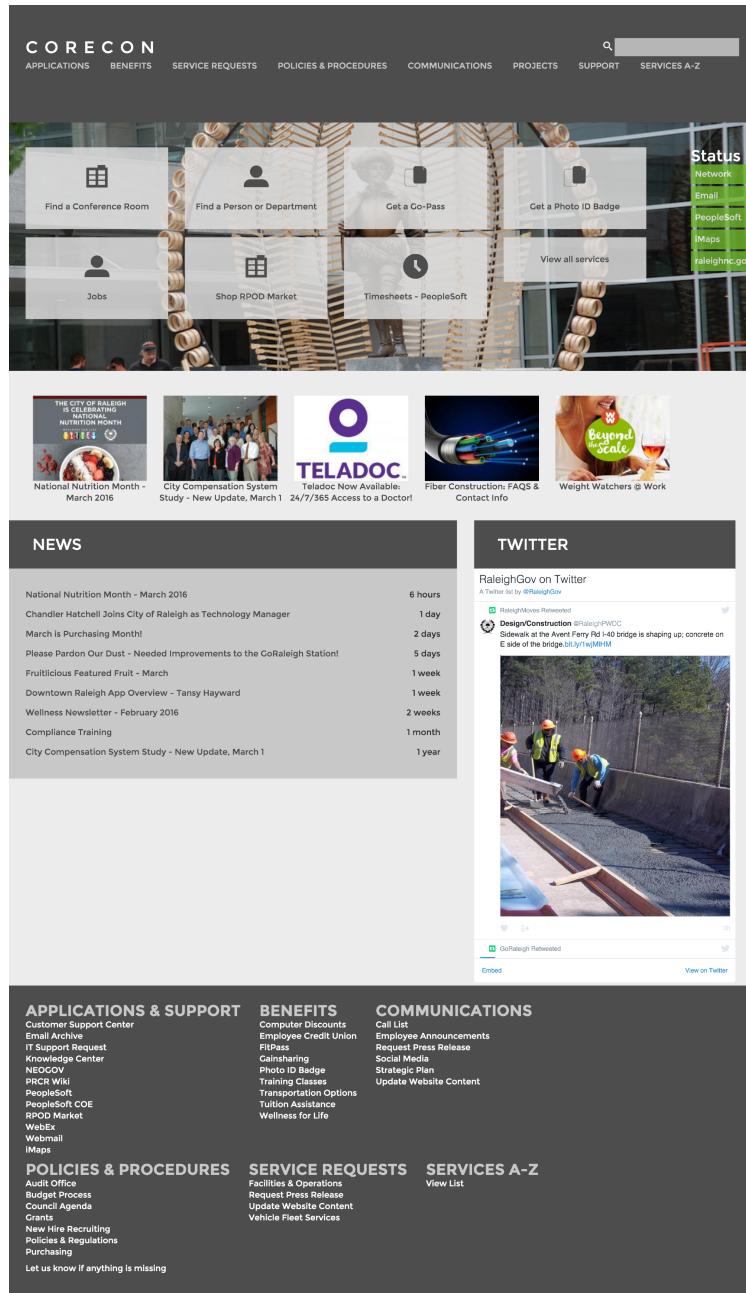


Project - raleighnc.gov homepage | City of Raleigh | Ongoing

- Goals**
- Responsive update for site.
 - Clean up cluttered navigation
 - Provide better experience for citizens accessing city services

- Methods**
- Ongoing redesign piece by piece

- Outcomes**
- Performed A/B test on previous carousel vs grid layout for news items with overwhelming results in favor of simple presentation with headlines and news in grid format.
 - Added top tasks for most popular features on mobile planning to expand to desktop in future.



Project - Corecon Intranet | City of Raleigh | July 2015

- Goals**
- Migrate outdated Frontpage site to modern platform
 - Pilot Drupal CMS for future use
 - Make it more than a bulletin board and document archive

Methods

- Card Sorting, Collaboration with graphic designers, Content Audit

Outcomes

- Built this site out from the ground up myself while researching the best modules to use and training my team on how to add content to the site. Design allowed for more everyday top tasks to be featured on the homepage instead of stagnant city news by using mobile first priorities.

Project - Park Page Template | City of Raleigh | October 2013

Goals - Present most important information for citizens in an easy to use format
 - Provide consistent information across all parks

Methods - Usability Testing, Design Studio, Prototyped and coded template

Outcomes - Compiled data for over 90 parks and input into the page template. Consolidated individual pages for park amenities into one park campus page allowing citizens to find all the information together. Amenities are listed in a consistent manner allowing anyone to see at a glance what is available at a park. Received lots of positive feedback on the clear design

 City of Raleigh

Search

Arts & Parks Services Government Business & Development Community Environment Projects Public Safety

Southeast Raleigh Tennis Center at Barwell Road Park

Last updated Jun. 29, 2015 - 11:24 am

Planning Design

Construction

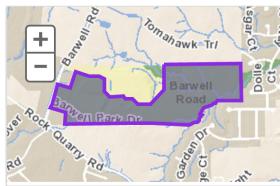
Completed

Type Park

Budget The total project budget is \$5 million. The City will provide \$4 million in funding for the project while the remaining \$1 million will come from private contributions.

Team

- Parks, Recreation and Cultural Resources (Lead)
- None



Current Activity

Citizen Advisory Council (CAC) District: Southeast

On July 2, the Raleigh City Council approved the schematic design for the Southeast Raleigh Tennis Center at Barwell Road Park, and authorized staff to proceed with development of construction documents and the bidding process for the project.

▶ Summary

▼ Schedule

Date	Description
4 months	Design RFQ and contract
4 months	Schematic design and public input
12 months	Construction documents and permits
4 months	Bidding and contract award
12 months	Construction

▶ History

Public Meeting Items

[Project Fact Sheet](#)

[Public Participation for Park Planning Policy](#)

Park & Greenway Planning Projects

[Current Projects](#)

Departments & Divisions

[Design Development Division](#)

[Parks, Recreation and Cultural Resources](#)

Contacts

Shawsheen Baker 

Project - Project Page Template | City of Raleigh | February 2014

Goals - Present most important information for citizens in an easy to use format
 - Provide consistent information across all projects

Methods - Design Studio, Prototyped and coded template

Outcomes - New page template allowed web editors to clearly and consistently provide updates and statuses on any city construction project to citizens. With somewhat dry content I chose to utilize css3 for the progress bar filling animations to try and add a small measure of unexpected delight for the user.

The screenshot shows a web-based employee directory. At the top, a blue header bar contains the title "Employee Directory". Below the header is a search interface with a "Web" dropdown menu and a "All Departments" dropdown menu. A large green "Search" button is centered below these menus. The main content area is titled "Results [8]" and lists eight employee entries, each with a placeholder user icon. The employees listed are:

- Webb, April** - IT Budget & Contract Coordinator, Information Technology - IT Strategy & Planning. Contact info: 919-996-5455, 919-346-4710, OEP, 9th Flr.
- Webb, Douglas** - Equipment Operator II, Public Works - Street Maintenance.
- Webb, Kamilah** - Firefighter, Fire - Fire Operations. Contact info: 919-996-6000, 310 W Martin St.
- Webb, Kaylah** - Community Services Assistant, Community Engagement - Parks & Rec - Recreation. Contact info: 919-996-5722, 310 W. Martin Street.
- Webb, Thomas** - Master Police Officer, Police - Police Special Operations. Contact info: 919-996-3855, 3550.
- Webb, Toni** - Recreation Program Director, Parks and Recreation - Parks & Rec - Recreation. Contact info: 919-996-4748, 2401 Wade Ave.
- Weber, Louran** - Equipment Operator III, Public Works - Street Maintenance.
- Weber, Pete** - Web Content Manager, General Government - Public Affairs. Contact info: 919-996-3007, RMB, Suite 301.

Project - Internal Staff Directory | City of Raleigh | April 2014

- Goals**
- Provide all employees one place to go to find someone's contact info
 - Allow data to be viewed in real-time for clean up

Methods - Collaborative Sketching

Outcomes

- Collaborated with web developer on this internal web app where I worked on mostly the front-end and he did the back-end but we met in the middle. Conceived of the visual design myself as well as allowed for employees to add their picture at a later date.

The screenshot shows the Grasshopper web application interface. At the top, there's a navigation bar with links for Home (5), Reports, Settings, and Account. The main content area has a yellow header bar with the text "Important notice" and a link to "Hide this notice". Below this, a message states: "This feature is currently unavailable due to a system upgrade. We apologize for the inconvenience. The upgrade should be complete by 9 am, Friday, June 11." To the right, a sidebar displays "Your Number 1-800-123-4567" and a list of "Common Actions" including Add an Extension, Turn off Forwarding, Change Voicemail, Edit a Notification, and Change Main Greeting. Below these are "Edit Actions" and "Show More" buttons. A large section titled "Monthly Plan Minutes Used" shows a progress bar at 35% (175 out of 500). Underneath, there are links for Today, This Week, and This Month, followed by a table of usage statistics:

	Today	This Week	This Month
Messages	5	55	25
Minutes	55	25	5
Calls	25	5	2
Voicemails	5	2	15
Faxes	2		
Hangups	15		

On the left, the main content area shows a list of messages. The first message is from Han Solo at 3:00pm, 5 mins ago. Subsequent messages are listed for the same day, all from 762-888-3771 (PST) at 2:00pm, 14 hours ago. Each message has a checkbox, a play/pause button, and a "make a note" link. At the bottom of the message list are "Select All", "Delete", and "Forward" buttons, along with a "show more messages" link.

Project - Grasshopper Group | Grasshopper Voice App Redesign | April 2010

Goals - Redesign existing web app for Grasshopper Virtual Phone system.
 - Create a setup process/guide for initial sign-in of customers to eliminate confusion and reduce support costs.

Methods - Rapid sketching to iterative prototyping and remote usability testing sessions.

Outcomes - 5 step process well received by customers during usability testing.

The screenshot shows a web-based help desk application interface. At the top, there's a header with the Numara FootPrints logo, a search bar, and navigation links for Hello, Thomas, Sign-out, Preferences, and Help. It also indicates you are in the Service Desk workspace.

The main content area has a dark header bar with Home, New Ticket, Reports, Administration, and More buttons.

A yellow notice bar at the top says "[Ticket #] is about to breach." with a "Hide this notice" link.

The central part of the screen is a ticket queue titled "Queue | Grid". It lists several tickets with their status (e.g., HIGH, URGENT, MED), subject, description, and timestamp. For example:

- HIGH** 12305 [Subject] Issue with PeopleSoft Lorem ipsum dolor sit amet, consectetur adipiscing [more...]
- URGENT** 12325 [Subject] Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]
- MED** 12341 [Subject] Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]

To the right of the queue is a "Mine" summary table:

Mine	30
Open	114
Potential Breach	4
Breached	6
Pending	12
Add	▼ more

Below the queue are two widgets: "Widget 1" and "Widget 2".

Project - Numara FootPrints | Help Desk App Redesign | April 2009

- Goals** - Bring an updated look and ease of use to incoming issues on the agent's dashboard.
- Methods** - Ethnographic-based research and interviews with current customers of the product to determine which areas were lacking functionality the most.
- Outcomes** - Designed a Ticket Queue for the agents that alerts them to certain tickets, helping them diagnose issues quicker.
 - Each issue has a simple information hierarchy and the ability to use QuickEdit for certain variables that can be edited in an overlay rather than leaving the page.

CSA Hello, Thomas Public Sign-out Preferences

Advanced

Customer Profile Account Details Comments Escalation Manage People Risk

Customer Profile Overview

FirstName LastName - 4315123456789012 (active)
 Visa | Expires 03/11 | 012345 | Program Name & Affiliate ID | EID - 12345678910111213

Address

Street 1	123 Main St.
Street 2	Apt 3C
City	Philadelphia
State	PA
Zip	19123
Country	USA
Bulk Address	

Security Information

Username	[username]
Password	[password]
Mother's maiden name	[answer]
Pet's name	[answer]

Contact

Email	[name@domain.com]
Home	(123) 456-7890
Mobile	(123) 789-0123

Plastic Details

Plastic request	5/29/07 5:14 am
Shipped	5/31/07 12:00 am
Enrollment Date	5/25/07 11:19 pm
Block code date	N/A
DHL Routing #:	12345-67890
Method of Shipping:	Ground
Emboss history	

Authorized Users

Bob Johnson	(active)
Sue Johnson	(inactive)
Add new	

Secondary Accounts

Samuel Jackson	1427 (3/11) (active)
----------------	----------------------

Alerts/Messaging

Active alerts

Recent Comments

Details	Reference	
[ACH] Customer lost card by Michael [csr]	0123456 (4)	Today
[FRD] This account under fraud investigation by Bob [mgr]	0123457 (2)	15 days ago

Balance \$2351.81

Recent Activity
 Debit \$20.00
 Credit \$1000.00
 Debit 30.00
 Credit \$1000.00

Actions

[Add new comment](#)
Transfer Funds
 ACH withdrawal
 Credit cards
 Direct deposit

Plastic
[Reissue account and plastic](#)

Checks
 Pre-checks
 Access checks

Program
[Program details and fees](#)

FDR
 Payments
 Linked accounts
 ATM Locator
[Add Secondary Account](#)

Project - Ecount (Citi Prepaid) | Customer Service App Redesign | April 2008

Goals - Consolidate the old two screen application so there was no jumping back and forth between screens. Allow quick access to actions that can be performed on an account.

Methods - Sketching and iterative prototype design sessions with the client.

Outcomes - Used a one screen design for an account profile with one-touch access to actions in the sidebar.
 - Allowed details on the profile screen to be edited inline, allowing changes to be made without reloading the page, saving time with the customer on the phone.



"I like the idea of an online degree, but don't know how credible they are."

Wayne Odachowski, Emergency & Disaster Management



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Project - APUS | Online University Redesign | January 2009

Goals - Make main contact information and action buttons prominent on the page.
- Feature testimonials to help potential students know the benefits of an online education.

Methods - Usability testing with current students to find important information missing on the site and unanswered questions they had after applying.

Outcomes - Reduced application process from over 13 screens down to 3, utilizing progressive reveal model.
- Provided an overview box to answer the major questions and details students have about a degree at a glance.

On the Web



- » [iTunes](#)
- » [YouTube](#)
- » [Facebook](#)

[Dashboard](#) [Messages \(3\)](#) [Milestones](#) [Job Service](#)

Upcoming Milestones (4)

Due in the next 14 days

[View: Calendar](#) | [List](#)

Monday	Tuesday	Wednesday	Thursday	Friday
Today Home Depot - Site Visit	April 11	April 12 Best Buy - Client Communication	April 13	April 14
April 15	April 16 Ford - Assessment	April 17	April 18 Bridgestone - Assessment	April 19

In Queue (3)

Today Home Depot - 12345678

4 days Program Name - 12345678

8 days Program Name - 12345678

Today's Activity (15)

Details

Home Depot - 12345678	LogoDesign.jpeg Uploaded by Micheal 15 mins ago
Home Depot - 12345678	Message from creative 15 mins ago
Home Depot - 12345678	New test package sent by John 15 mins ago
Home Depot - 12345678	LogoDesign.jpeg Uploaded by Micheal 15 mins ago
Home Depot - 12345678	New test package sent by John 15 mins ago

[View more](#)

My Programs

Platinum (30)

Program Name	Most Recent
AIG - 12345678	Funds added [file] 2 hours ago
Bank of America - 12345678	Funds added [file] 2 hours ago
Chevron - 12345678	Client call [message] 30 mins ago
Dell - 12345678	Client visit [milestone] 1 hour ago
Exxon Mobile - 12345678	Funds added [file] 3 days ago

Project - Ecount (Citi PrePaid) | The Bridge (Internal Workflow Design) | June 2008

Goals - Design a new application to help track the status and processes involved with setting up new customer accounts.

Methods - Sketching and iterative prototype design sessions with the client.

Outcomes - Provided a system that can track milestones, messages and program statuses.
- Designed five different contextual dashboards for employee roles that track their upcoming and assigned tasks.

The screenshot shows the Asset-Map application interface. At the top, there's a navigation bar with links for 'Hello, Thomas Public' (Sign-out | Preferences). Below the navigation is a toolbar with tabs for 'Advisor' (selected) and 'Family'. A search bar and a magnifying glass icon are also present.

The main content area is divided into several sections:

- Adam Holt's Delegates**: A list of four delegates with icons: Derek Allison, Jason Statham, Heather Johnson, and Trevor Wagner.
- Book of Business**: A summary table with the following data:

Average % Cash Position	[Number]
Average Home Equity	[Number]
Total Investment Accounts (NQ)	[Number]
Average Debt Ratio	[Number]
Average Annuity Assets (NQ)	[Number]
- Market Watch**: Includes a news feed from CNNMoney.com, a stock chart for QQQQ showing price fluctuations from Jan to Sep, and a Google Finance Portfolios section displaying market summaries for Dow, Nasdaq, and S&P 500.
- Actions**: A sidebar with buttons for 'Add Family', 'Recent Clients', 'Asset-Maps', and 'Target-Maps'.

At the bottom, it says 'powered by Asset-map™ Legal Stuff'.

Project - Asset-Map | Financial Planning App Design | November 2008

Goals - Build a financial planning application for the client's custom workflow and information needs.

Methods - Sketching and iterative prototype design sessions with the client.

Outcomes - Provided step by step process to add customers using sentence structure for on screen instructions.
 - Family page contains highlights for the customer and has a presentation center for when they meet with their financial advisor.