# Chad D. King

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**User Experience Designer│UX/UI Specialist│Army Veteran**
Innovative UX designer with a background in human-computer interaction, visual design, and web development. Adept at crafting intuitive user experiences through wireframing, prototyping, usability testing, and design systems. Experienced in healthcare, risk management, and small business solutions, with a proven ability to enhance user adoption and optimize digital products. A U.S. Army veteran with leadership experience, bringing a disciplined, analytical approach to problem-solving and design. Passionate about creating accessible, user-centered solutions that drive engagement and business growth.

## SKILLS
**UX:** Wireframing, Prototyping, Usability Testing and Evaluation, Interface Design, IA/CS, Design Systems
**Web:** HTML5, CSS3, Responsive Design, Visual Design, SASS/LESS
**Software:** Figma, Axure, Affinity Designer, WordPress, Drupal, Sitecore, Airtable, Adobe CS, Ingeniux
**Process:** AGILE / LEAN, User Centered Design, Design Thinking, LEAN UX

## EDUCATION
**MS, Human Computer Interaction -** DePaul University ( Chicago, Illinois)                    *Expected*– Dec 2025
**BFA, Industrial Design -** University of Illinois at Chicago (Chicago, Illinois)                    Dec 2010

## EXPERIENCE
**Freelance Visual Design UX Design and Web Dev.** – **eccentric • voyager** (Chicago, Illinois)        Jul 2021 – June 2023
- Designed and developed custom websites, HTML emails, logos, graphics, web components, and functionality for large national Internet and Intranet sites for clients.
- Developed and delivered prototypes based on design compositions and UX wireframes.
- Designed, developed and administered small business websites, online products and services using the latest web technologies.

**User Experience Designer** – **Riskonnect ClearSight** (Chicago, Illinois)        Oct 2018 – Feb 2020
- Reported to the Manager of Application Development, responsible for communication of product design patterns, product research, UI design, usability testing, and visual design.
- Worked daily with cross functional teams to align business goals with user needs to create new product designs, and features for Risk Management Information System.
- Collaborated with QA engineers to identify and document non-compliance and verify features/improvements to standardize the software product.

**User Experience Designer  MARSH ClearSight** (Chicago, Illinois)        Feb 2017 - Oct 2018
- Reported directly to CTO and Manager of Application Development.
- Collaborated with design contractors to develop ClearSight RIMS features.
- Developed new design standards and UI patterns to create new product design system.
- Increased existing customers' new version adoption rate by 20% and new sales by ~ 10%.
- Translated data analysis into processes, created user flows, process diagrams and product prototypes for stakeholders to demonstrate new functionality and features.
- Conducted user research and presented results and conclusions to senior leaders for new design proposals.

**Freelance Web/Frontend Dev. – Various** (Chicago, IL)        Jun 2013 –Jun 2017
- Created graphic/interface designs for web development projects; conducted UX testing.
- Enhanced Web design and aided development teams with timely and pertinent results.

## ADDITIONAL EXPERIENCE
U.S. Army veteran with experience as both an Intelligence Analyst and MLRS Fire Direction Specialist. Supported Special Forces with tactical intelligence analysis, documentation, and file management. Led fire control operations for a rocket artillery unit, managing six personnel and $10M in equipment.

Recognized with multiple awards for leadership, operational efficiency, and technical expertise. Proficient in handling and distributing sensitive intelligence and coordinating mission-critical operations.