

Doug Cunningham

User Experience Researcher and Designer



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Profile

UX Researcher Designer focusing on User Centered design. Building engaging designs for mobile and desktop as well as real world experiences. Deriving my passion from a 22 year career at Apple Inc. always keeping the user at the center of all thinking. Finding the balance between form and function and usability.

Experience

MTI Inc.

October 10 2024 - Present

Filed Service Tech Level 2

- Accept appointments for various manufacturers for in store display updates.
- Install new product locking systems.
- Interpreting Planograms and instruction sets for new product installation.
- Installation of audio and Video display systems for in store displays.
- Conversion of existing systems to latest products.
- Install Computer controlled access systems for product locks.
- Responsibilities include utilizing field service apps including Salesforce, Field Service Lightning, Youreka, as well as Microsoft Office 365 and enterprise retail systems. Responding to service appointments and driving to them on time.
- Meeting Manager at retailer to sign off on work being done as well as signature for completion of services. Informing manager of work that could not be completed.
- Update in store and display software per location and per service requests.

Apple Inc.

May 14 2001 - November 9 2023

Strategic Partnerships

Solutions Architect providing guidance to Apple's strategic Partners for platform solutions. Companies included; Cisco, IBM, Salesforce, BOX, ESRI, Citrix and others. Used Apples design principals to influence solution development always keeping the

user at the center. By collaborating with the Apple Design Lab and various Apple teams I was able to influence the overall implementation of partner solutions for the Apple platform. I led the effort for ESRI in building the Mobile suite of apps for their user base.

Enterprise Technical lead

Guided customers on Apple integrations into Enterprise business systems. App solution development guidance using the Apple Design Labs. Guidance on user centered design and how to utilize the Human Interface Guidelines or HIG.

Pro Video team Tech lead

Guided Pro video sales channel resellers on Apple's professional Video and Audio products. Hardware and software. Integrated third party peripherals into pro series solutions.

Education

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Career Foundry Jan 29 2024- June 2024

A 6 month course for UX Designers and researchers, specializing in UX basics and concepts as well as practical design skills. Skills used included, Competitive analysis, Use testing and Feedback, Prototyping, Wire-framing and user centered design.

Apple University throughout Apple career

Several courses on Apple's philosophy in product design and use. These were fundamental in the user centered design approach that Apple always attempted to utilize.

Fresno State University, Fresno Ca.

1994 - 1996

Bachelors Mass Communication and Journalism

Veteran United States Coast Guard

1985-1990 Honorable discharge



Skills

User Empathy, Problem-Solving, Communication, Adaptability, Attention to Detail, Continuous Learning, Business solutions

User Research, UX Design, User Personas, User Testing, Wireframes, Prototyping, User stories, Presentations, Marketing, Public speaking.

Tools

MS Office, Teams, Photoshop, Figma, Sketch, Diagrams, all Apple programs.