Jeffrey Bergier

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Skills

Design Thinking

I studied Industrial Design, which focuses on the physical. However, the part of Industrial Design that appeals to me most is Problem Solving and Design Thinking. These skills are incredibly beneficial in not just Industrial Design but in all design fields. I am currently using my Problem Solving skills in the enterprise networking space, but I am confident I can make an impact in any realm.

Working with Engineers

Great design won't be that great without great engineers. I excel at producing assets that successfully pass-on design intent to engineers. I also enjoy learning from engineers. I find complex technologies with complex limitations to be fascinating. In my experience, the best designs are created when the engineering teams and the design teams work hand in hand.

Interaction Design

Rapid Prototyping (Physical and Digital)

Tools

★ Expert
- Adobe InDesign
- Adobe Illustrator
- Adobe Photoshop
- Balsamiq
- Mac OS X
- iOS

☆ Advanced
- Xcode
- Swift
- Microsoft PowerPoint
- Adobe Flash
- Windows 8
- Android OS

◉ Proficient
- Objective-C
- Adobe Fireworks
- Microsoft Office
- Apple iWork

♡ Hobby
- HTML/CSS
- Mac OS X Server
- Microcontrollers
- RISC Assembly

Experience

User Experience Designer, Riverbed Technology, San Francisco
January 2013 – Present

When I started at Riverbed, there was no UX team at all. My coworker and I crept our way into every part of the engineering organization and proved the value of UX to the company. Since then, an entire UX team has formed with a Directory of UX, a user research, a visual designer, and an interaction designer (me). We all work directly with engineers and product managers to solve problems.

At Riverbed, our customers have huge networks. Many of our customers have over 1000 Riverbed appliances distributed all over the world. My work for the past 2 years has been to make deploying, configuring, troubleshooting and upgrading Riverbed Appliances easy. Because our customers have so many appliances each, the real challenge at Riverbed is making it easy to do all of those operations in bulk.

Volunteer Organizer & Teacher, BridgeTroll.org, San Francisco
March 2014 – Present

BridgeTroll is an organization that helps organizers put on free workshops to teach Technologies to people who are under-represented in technology. A typical workshop is 1.5 days, beginning with a Friday evening "Installfest" where we get all the necessary technologies installed on the students' laptops, and a Saturday workshop focused on demystifying the topic at hand and building something that serves as a foundation that the student can build upon after the workshop. Workshops range from 20 – 100 students and volunteers, and since we provide free food and childcare, they have quite a few moving parts to manage.

I am a passionate self-taught iOS/Mac Developer. I enjoy developing the iOS curriculum, helping to organize workshops and especially teaching for MobileBridge/BridgeTroll. Because we focus on empowering underserved communities in tech, the students are always eager and wanting to learn. Working with the entire BridgeTroll community has been an incredibly rewarding experience.

User Experience Designer, Woopra, Inc., San Francisco

January 2012 – January 2013

Fast paced UX work in a small startup environment. In addition to design responsibilities, I also handled support tickets, bug reports, and other office management duties. My work involved direct interaction with front-end and backend engineers, marketing and sales people as well as the company's founder, to make sure user needs were properly addressed.

Organizer / Teacher, Industrial Design Outreach, San Francisco 2011 – 2012

Graphic Design Intern, Sugar Publishing, San Francisco – 2010 – 2011

Technician Trainer, MacMEDIC, San Francisco – 2010 – 2011

Genius, Apple Store, Burlingame, California – 2007 – 2009

Store Manager, Sunglass Hut, San Francisco – 2006 – 2007

Education

Bachelor of Science in Industrial Design - San Francisco State University

Industrial Design, San Francisco State University

Fall 2008 – Spring 2011

Product Design, Brunel University, London

Autumn 2009 – Spring 2010

Kudos

Finalist in Core77 App design contest with WeatherMe Concept – 2012

Nominated for induction into Epsilon Pi Tau – 2011

Energy Generating Design Concept selected as winner during Dyson Foundation Workshop – 2010

Sold Design Concept Intellectual Property to SAB Miller – 2010

Gold Award - Printing Industry of Northern California Gallery – 2009